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Restaurants and Their Services

Restaurants and Their Services

SECTION 1: LANGUAGE FOCUS

1. Structures

Describing eating and drinking establishments

The Cafe Grande is like a coffee shop, but it serves . . . / doesn't serve . . .

it has . . . / doesn't have . . .

the customer can . . . / can't . . .

Saying time

			Times	Days
We're open We're closed We open We close	for	lunchdinner	from to/till ... at one (o'clock)midnight	on Mondays to Saturdays. every day (of the week) every day except Mondays. on Mondays.

PRACTICE

1. You will hear staff members from four of the above establishments. They are answering telephone enquiries about opening times. Listen, and put ticks (✓) to show the days when they are open, and crosses (✗) to show when they are closed. Then listen again and note the opening hours.

	Times	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
1. Luxury restaurant LunchDinner	12.30 —							

	-	24.00						
2. Bar-							
3. Informal restaurantLunchDinner-- ... -							
4. Coffee shop-							

2. Work with a partner. Take turns to be A (a waiter/waitress in an eating or drinking establishment) or B (a customer). Student A should think of the opening days and times of four formal or four informal establishments. (They can be places you know, or you can invent them.) Student B should telephone Student A for the information.

3. Work with one or two other students. Imagine that you are going to open a new restaurant. Use the following hints to discuss with your friends.

- the kind of restaurant
- its opening times
- the kinds of menu and the prices
- its location
- its services and amenities (enjoyable features, for example a band, a beautiful view, etc.)

Then write a small advertisement for it, and post it in class.

2. Vocabulary

Eating and drinking establishments

1. Members of staff are on the telephone, explaining the services at the five establishments:

1. bar
2. coffee shop
3. informal restaurant serving national and regional dishes
4. luxury restaurant
5. nightclub

Decide which sentence to apply to which establishment. Write the letters before the sentences. (Some sentences may apply to more than one establishment.)

d

1. Dinner is a la carte, Sir.
2. We serve typical local dishes.

3. You can dance to our band.
4. You can have a snack with you drinks.
5. We have an excellent floorshow.
6. We have two sorts of dinner menu: a la carte and a three-course, fixed price menu.
7. You can have a quick snack here any time.
8. We make all the pasta ourselves.
9. You can gamble if you like.
10. We are noted for our haute cuisine, Madam.
11. We serve sandwiches, salads, cakes and beverages.

SECTION 2: READING

Pre-reading

Discuss the answers to the questions below with your friends.

1. What elements are included in the service industry?
2. Name five specific jobs restaurant staff members do.
3. What do restaurant staff members do with these jobs?

Reading

THE SERVICE PROFESSION

Spheres of Activity

The service profession comprises two important spheres of activity:

- Preparatory work
- Guest service

If you want to be successful in service, none of these areas can be neglected.

Preparatory work (mise en place)

Preparatory work creates the conditions that make smooth service possible. It includes every behind-the-scenes task, from setting the table for the guests to filling saltshakers, that is performed by the service staff. In all preparatory work, order and cleanliness play a major role, to say the least. A perfect mise en place is essential for good service.

Guest service

Guest service is the area that demands the most from service personnel, involving conduct, self-discipline, and an ability to empathize.

Your concern for the welfare of your guests clearly indicates your level of professionalism: to provide quality service, you must assume responsibility for your guests' enjoyment of their dining experience. You cannot provide such service by rushing through your work, expending a minimum of effort. Pleasing the guest is the primary concern in this profession, and because you are dealing directly with those who will judge your performance, the results of your efforts (or lack thereof) are immediately evident.

Hierarchy for a Large Establishment

Title	Function
Maitre d'hotel	The waitperson responsible for the overall management of service
Headwaiter	The waitperson responsible for service in a particular area, such as a banquet room or restaurant.
Captain	The waitperson responsible for a service station (approximately 15 - 25 guests), assisted by one front waiter or an apprentice.
Front waiter	A young, trained waitperson with 1-2 years of experience.
Apprentice	A waitperson in training

Specialists

Depending on the size and style of the establishment, there may be professional titles for specialists that perform particular jobs.

Title	Function
Banquet manager	Directs the catering and banquet operations
Food-and-beverage manager	Directs the sales and purchase of food and beverages
Wine steward or sommelier	Responsible for wines and their service
Host or hostess	Responsible for greeting and seating the guest
Bartender	Responsible for bar service
Room-service waiter	Responsible for service in guest rooms

Your training, professional experience, and knowledge will determine the rank you attain in your career. Experience abroad, knowledge of different languages, and special training, for example being certified as a maitre d'hotel, will naturally help you to advance.

The chain of command for service personnel in small and large establishments may differ, but the outlines below provide an overview of the hierarchy in a typical establishment.

Hierarchy for a Medium-Sized Operation

Title	Function
Headwaiter	The waitperson responsible for the overall management of service
Captain	The waitperson responsible for a service station (approximately 15 - 25 guests), with the help of one front waiter or an apprentice
Front waiter	A young, trained waitperson with 1-2 years of experience.
Apprentice	A waitperson in training

Decide whether the following statements are true (T), false (F) or impossible to know (I).

1. _____ A captain is the one who has to serve approximately 20 to 25 guests.
2. _____ Your love in the profession determines your achievement in your career.
3. _____ It takes a front waiter 2 years to become a captain.
4. _____ It takes an apprentice from 1 to 2 years to become a front waiter.
5. _____ The hierarchy in every restaurant is almost the same.
6. _____ A maitre d'hotel is the one who has been trained abroad.
7. _____ The member who is assigned to take care of the whole management of service is the headwaiter.

Vocabulary

Fill in the blanks with NO MORE THAN three words taken from the reading selection.

Preparatory work is _____ for the successful operation of the service profession. Service workers have to prepare almost everything from minor to major things while _____ and _____ are constantly maintained. In the front, _____ requires employees to work with their enthusiasm, professionalism, and _____. Service staff's jobs are, therefore, to enhance customers' _____ when they come to the restaurant. _____ customers is the main task to those who work in the service industry.

Speaking

Discuss the questions below with your friends.

1. What are other jobs in a typical restaurant in your region that are not mentioned in the text?
2. What jobs are you most interested in? Why?
3. Imagine that you were going to run a restaurant. What positions and jobs would you take in account? Why?

SECTION 3: DO YOU REMEMBER?

1. What do you say when explaining amenities and services?
2. Complete these two columns with the most appropriate words and phrases.

Polite expressions

Formal Informal

Good _____ (until about 12.00)_____!

Good _____ (12.30 until about 17.30)_____

Good _____ (after about 17.30)_____

_____Bye!/Bye bye!

Good _____ (= goodbye after about 21.00) Good night

Thank you Thanks

(In reply to Thank you): Not at all _____ / You're welcome!

PREFACE

PREFACE

PREFACE

Can Tho City appeals thousands of tourists each year, to explore the typical and unique features of the Mekong Delta, a region with a rich cultural life and diverse tropical elements. Can Tho is becoming a must-choose destination among lots of interesting locations in Vietnam because it promises a ramarkebale tour with true experience of simple daily life of friendly local people. Therefore, tourism facilities have been upgraded with a wide range of services including guiding, catering and accomodation services...

The tourism industry in the region is in such a rapid development, so it requires the working staff in the industry not only professional expertise but also foreign language skills, especially English in order to be sucessful. To response the above mentioned demand, the Center for Foreign Languages of Can Tho University has designed an ESP course which is for the university's tourism students. The text book consists of 3 parts which focus on 3 tourism sectors: guiding, catering and accomodation. Each unit consists of are three sections. Section 1 focuses on language materials used in tourism situtations while Section 2 aims at giving students different reading skills. Section 3 is the final step to help students review what they have learned.

Mistakes are unavoidable because of time limit. All suggestions and corrections from readers are welcomed and appreciated for the future version.

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Tourist Information
Tài liệu về Tourist Information

Section 1: Language Focus

Vocabulary

1. Work in pairs. Match the words to the correct pictures.

a. Tourist Attractions

<p>FIXME: A LIST CAN NOT BE A TABLE ENTRY. Floating marketJungleBay</p>	<p>FIXME: A LIST CAN NOT BE A TABLE ENTRY. WaterfallGrottoBird sanctuary</p>	<p>FIXME: A LIST CAN NOT BE A TABLE ENTRY. MarketPagodaBeach</p>
		
1._____	2._____	3._____
		
5._____	6._____	

4. _____



7. _____

8. _____

9. _____

b. Tourist Activities

FIXME: A LIST CAN NOT BE A TABLE ENTRY. Fishing
SwimmingBird watching
KayakingScuba divingSkiing

FIXME: A LIST CAN NOT BE A TABLE ENTRY. Skating
HikingHorse ridingPlaying
golfSailingBiking



1.



2.



3.



4. _____



5. _____



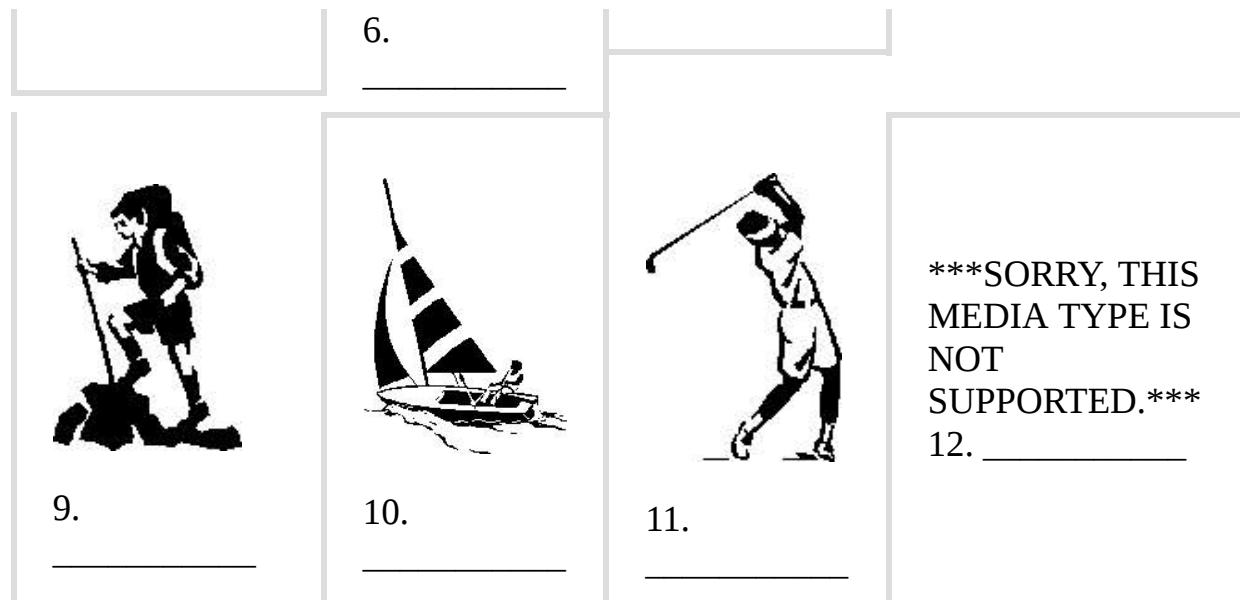
6. _____



7.



8. _____



2. Listen to some tourists telephoning a tourist information center in Sydney. What are they looking for? Complete the table.

- a. Somewhere to relax, swim and sunbathe
- b. Panoramic view of the city
- c. Battleships and historic ships
- d. Somewhere educational, interesting museum

Enquirer	What the enquirer is looking for
1	
2	
3	
4	

Compound nouns

In English we can use nouns as adjectives. For example:

Water sport Stork sanctuary Adventure tour

The relationship between the two nouns can be of many kinds, including:

Place: mountain slopes, city center

Time: summer holiday, weekend break

Function: golf course, swimming pool

Material: paper bag, iron bridge, stone cathedral

Practice

1. Match the nouns in A and B.

A	B
ThemeTourShoppingBoatWaterCapital	CitySportsTripParkGuideMall

2. Rewrite these sentences without changing the meaning.

Ex:- It takes five minutes to walk from the hotel to the beach.

- It's a five-minute walk from the hotel to the beach.

a. It takes two hours to drive to the airport.

.....

b. You can visit the sanctuary which extends to over 4 hectares in Thot Not, Can Tho.

.....
c. We stayed in a hotel with three stars.

.....
d. The journey to Cai Rang floating market takes 3 hours.

Advice and suggestions

We can give advice to someone by using the following structures.

- If you're looking for, then go to
- Don't miss
- is a must for any visitors to(city).
- You can't leave (city) without

Practice

Pairwork: Student A: You have 2 days off work. You want to go somewhere relaxing this weekend. Go to a tourist information center to ask for some information for your trip.

Student B: A customer comes and asks you some information for his/her trip. Give him/her some suggestions about where to go and what to do.

Section 2: Reading

1. Pre-reading

1. Where did you spend your last vacation? What did you do there? Which places did you visit?
2. Where did you get information about that trip? (From your relatives? Friends? Coworkers? Internet?)
3. Do you feel satisfied with the information you got? Why?
4. Reading

TOURIST INFORMATION OFFICES

The tourism department operates tourism information offices in many origin countries. A tourism information office promotes, or builds, travel to a destination country through advertising and special promotional activities. For example, representatives of the information office give brochures about vacations, the destination country, and special tours to travel agents in the origin country. A brochure is a printed folder, or pamphlet, about a place, product, or company. Brochures advertising tourism are written, printed, and supplied to information offices in origin countries by the tourism department.

Mr. Carter is the director (manager) of a tourism information office. He has a large staff. A staff in a business office is a group of people who work together. The staff includes people who work directly with travel agents; others who do work with companies and businesses; people who contact newspapers and television and radio stations; some who work with airlines and hotels; people who write advertising; and information clerks and secretaries.

One of Mr. Carter's most important jobs is that of public relations director. The purpose of this job is to establish a good attitude toward his country among the public (people) of the origin country. As part of this job, he supervises the writing and distribution of press releases (news stories) for the media. Media refers to all the ways of spreading information, such as newspapers, radio, television, and other means of communication. Media is a plural word, meaning it refers to all these means. Radio is a medium of communication; it is one of the media used for advertising. Public relations people place special news stories in the media to help build interest in the destination country. Advertisements in the media, paid for by the tourism department, also help establish interest.

Employees in public relations and advertising must be fluent in English if they work in English-speaking countries. "To be fluent" means to speak, read, and write a language almost as well as the natives do. Mr. Carter's staff members write advertisements, news releases, and brochures to promote travel to their country. They give lectures (talks) and show films about their country to groups of people. They answer questions about travel to their country.

Mr. Carter holds press conferences whenever something of importance or interest happens in his country. A press conference is a meeting attended by reporters from newspapers, magazines, radio, or television. At a press conference, someone makes announcements that their readers, listeners, or viewers might find interesting. Whenever an important person from his country visits, Mr. Carter holds a press conference to introduce that person to the representatives of the media. Such news items help to build interest in and knowledge about his country.

Information offices also give tourists and immigrants helpful information. The clerks give them any necessary documents or visas that may be required for entrance. The staff can also tell them about different laws and regulations in the destination country.

Mr. Carter and his staff also work with businesses and industries that might be interested in either moving to or doing business with the destination country. Mr. Carter's country wants foreign industries to come and help build industry there. The country is also interested in exporting some of its products. In turn, the country is anxious to get the best prices on products imported from other countries.

Wherever they go and whatever they do, the information staff members represent their country. "We are the face of our country to the rest of the world," Mr. Carter says. "Before they know anything about our country, people form their impressions and attitudes about it from the things we do and say."

(Adapted from English for the Travel Industry

by Benedict Kruse and Bettijune Kruse, 1982)

Answer the following questions.

1. What does a tourism information office do to promote travel to the destination country?
2. Why is the job of public relations important?
3. What are some of the duties of public relations people?
4. How well do employees who work in English-speaking countries have to know English?
5. Vocabulary

Choose the correct word or phrase to complete each sentence.

1. The country from which the tourist comes is called the _____ country.
 - a. destinationc. vacation
 - b. origind. native
1. A _____ office promotes travel to the destination country.
 - a. representativec. travel agent

b. tour packagerd. tourism information

1. A _____ is a printed pamphlet about a place, product, or company that is used for advertising.

a. mediac. visa

b. passportd. brochure

1. The purpose of public relations is to establish a good _____ toward something among the public.

a. advertisementc. attitude

b. interestd. contact

1. Newspapers, magazines, and books are print _____ that spread information.

a. mediumc. brochures

b. mediad. advertisements

1. Speaking

Choose a tourist destination in Vietnam which you know well. In groups of four or five students, prepare a presentation about tourist attractions and activities in that place.





Section 3: DO YOU REMEMBER?

1. What are some famous places and activities for tourists in the Mekong Delta?
2. If you want to give some suggestions, what can you say?

Tour Itineraries

Tài liệu về Tour Itineraries

Section 1: Language focus

Referring to the future

When referring to the future itinerary, we can use a wide range of tenses.

- The present simple can be used for a program or regular schedule which is unlikely to change.
- WILL can be used to make a deduction, a factual prediction or a spontaneous offer.
- GOING TO can be used to predict future events based on a present evaluation of circumstances.

Practice

1. Work in pairs, one as a travel agent, the other as a tourist. Ask and answer questions about this day trip from London to Oxford.

08.15	Coach departs from London, Victoria.
10.00	Arrival in Oxford.
10.15	Tour of Oxford University colleges.
12.45	Lunch at the Turf Tavern.
14.00	Coach leaves for Woodstock.
14.30	Tour of Woodstock and Blenheim Palace.
17.30	Coach departs for London.

2. Listen to the travel agent explaining the tour from Bangkok to Malaysia and complete this tour itinerary.

Day 1	Arrival in Bangkok You arrive in Bangkok and transfer to your hotel.
Day 2	Bangkok You are free to 1..... in your hotel or 2..... the city.
Day 3	Bangkok After visiting the 3..... in the morning, we spend the afternoon touring the Grand Palace and watching the display of Thai 4..... In the evening, we take the overnight 5..... to Nakorn Sri Thammarat.

Day 4	Nakorn Sri Thammarat KrabiOn arrival, we visit the 7th century 6..... and the museum, before going on to see the famous 7..... at work. After lunch we drive to Krabi on the 8..... coast.
Day 5	Krabi / PhuketAfter 9..... the night in Krabi, we set off early for Phuket. The rest of the day is yours to enjoy on Thailand's 10..... island.
Day 6	Phuket / PenangWe take the early flight to Penang for the 11..... part of the tour. You are free to explore the 12..... and mosques of Penang, or relax on the 13.....

(Adapted from a listening exercise in First Class, 1991)

Section 2: Reading

1. Pre-reading
2. What means of transport do you like for a short journey? for a long journey? Why?
3. What are some of the most popular means of transport available in Can Tho that tourists can use?
4. Reading

THAILAND, CAMBODIA AND LAOS

16 DAYSThe trip: An Exciting journey through the festinating kingdoms of Cambodia and Laos by boat, train, and bus. A busy trip, but with lots of time for shopping, relaxing and exploring. Size of group: 5-15 plus group leader and local guideAccommodation: 11 nights in hotels, 2 nights in local housesITINERARY



Day 1Day 2Day 3Day 4Day	Depart Heathrow AirportArrive BangkokVisit the Grand Palace, the take train to Aranyaprathet.Cross the border by train to the old town of Battambang in Cambodia; explore in the afternoon.Take boat down river to Tonle Sap,	Day 10Day 11Day 12Day 13Day	Free day to wander around peaceful Vang Vieng, or take a walk and explore the spectacular limestone caves or the surrounding hills.Drive to
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5Day	then a short bus journey to Siem Reap; afternoon sightseeing in Banteay Srei.A day to explore the amazing temples of Angkor, including the Bayon, Angkor Wat, Angkor Thom, and countless others.Early morning boat ride to Phnom Penh; afternoon visiting the Royal Palace and Silver Pagoda.Fly to Vientiane, the capital of Laos.Morning tour of Vientiane; afternoon bus journey to Vang Vieng past rice paddies and through dense forests.	14Day	Luang Prabang, a world heritage sight.Early morning climb of Mount Phousi to see the sunrise; rest of the day free to visit the waterfalls or simply relax.Speedboat trip to Pak Beng, stopping off at the Pak Ou caves.Another boat trip to the border town Huay Xai and cross the Mekong back into Thailand.Fly to Bangkok in the morning.Night flight to London.Arrive Heathrow Airport.
6Day		15Day	
7Day		16	
8Day			
9			

Find out where you can:

FIXME: A LIST CAN NOT BE A TABLE ENTRY. See many ancient templesCross the border from Laos to ThailandVisit caves (two places)See the sunriseVisit the Silver PagodaCross the border from Thailand to Laos

Angkor_____

1. Writing and Speaking

Write an itinerary for a 4-day tour in the Mekong Delta. Then, explain your tour itinerary to the whole class.

EXLORING THE MEKONG DELTA

Tour code:	MK-A03
------------	--------

Duration: 4 days

Discovering the Mekong Delta is an unforgettable experience for you. Paddy fields, orchards and small hamlets will be in your view along your way down the Mekong Delta. Come and join us.

Day 1



Day 2



Day 3



Day 4



Section 3: DO YOU REMEMEBER?

Complete the following statements.

- The simple present can be used for:

- WILL can be used for:
- BE GOING TO can be used for:

Tour Booking

Tài liệu về Tour Booking

Section 1: Language Focus

Taking booking

Here are some of the expressions the travel agent uses when taking the booking.

Can I help you?

I'll check availability on the 14th of November.

Do you want to confirm it?

Can I take some details?

I'll just give you the booking reference number?

Asking questions

In formal situations it is more polite to ask questions indirectly, especially at the beginning of a conversation. For example, it can be better to use an indirect form such as Could you tell me when you were born? rather than When were you born?

Direct questions	Indirect questions
What kind of tour would you like?	Can I know what kind of tour you'd like?
How many people is it for?	Can you tell me how many people it is for?
How long does the journey take?	Do you know how long the journey takes?

PRACTICE

1. Listening

a. Discuss the following questions.

1. When you stay in a hotel, what kind of room do you prefer?
2. Do you like to have meals at the hotel or go to local restaurant when you're on holiday? Why?

b. Listen to a conversation between a travel agent and a customer. Complete this customer enquiry form.

Real Holidays Ltd. Customer enquiry form				
Resort	Playa Blanca			
Hotel				
Room	single	twin	balcony	sea view
Meal plan	self-catering	B & B	half-board	full-board
Airport	From _____ Departure on _____ Nov.Return on _____		To _____ Dep: 09.35 Arr: _____ Dep: _____ Arr: _____	
Client name	1.		2.	
Contact phone number				

Booking reference	
-------------------	--

(Adapted from a listening exercise in Going International, 1998)

c. Speaking

Student A is a travel agent. Student B is a customer. Role-play the following situation. After you've finished, change roles and repeat the role plays.

Student A: Travel agent You will be given a list of the tours with specific details. A customer will come and ask you about the tour which he/she is interested in. Try to sell him/her a tour. Then, take the booking.	Student B: Customer You want to have for a vacation. Ask for information about the tour you like and book it.
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Section 2: READING

1. Pre-reading

Which of the following things is better for a tourist to explore Can Tho City, buying a package tour or organizing a tour himself?

1. Reading

LOCAL TOURS

Tours, or trips, to places within a city or country are known as local tours. Local tours can be of two types. First, there are one-day trips around a city or area. Second, there are local tours that can take from two days to a full week and can include an entire country.

Local tours are arranged by tour packagers. Sometimes the packager is also a tour operator and provides the equipment and the guides for the tours. The packagers make up the itinerary, which is the schedule or listing of the places to be visited, and prepay (pay in advance) for any admission fees that may be charged. An admission fee is the charge to enter a place. It is usually prepaid on tours. If the tourists will stay overnight, the packager also arranges for hotel accommodations. Sometimes meals as well are included in local tour packages.

Tourists can arrange for local tours in two ways. They can reserve space on tours as part of a package they buy from their travel agent at home. In this case, all reservations are made before the tourists leave their own country. The arrangements are set before they arrive at the destination country.

The second way tourists can arrange for local tours is to have a travel agent make arrangements once they get to the destination country. Some tourists like to make plans and reservations for local tours after they have arrived and learned more about what they might like to see. They prefer not to have every day of their vacation planned ahead.

(Adapted from English for the Travel Industry

by Benedict Kruse and Bettijune Kruse, 1982)

Answer the following questions

1. What are the two ways that tourists can arrange for local tours?

1. Why do some tourists prefer to make local tour reservations after they arrive in the destination country?

3. Vocabulary

Choose the correct word or phrase to complete each sentence.

1. One-day trips around a city and longer trips within one country are known as _____.

- a. package toursc. local tours
- b. vacation tripsd. seeing sights

1. The schedule or listing of places to be visited is called the _____.

- a. routec. program
- b. itineraryd. guide

1. Some places, such as museums or historic homes, charge _____ for people to enter.

- a. tour feesc. operating fees
- b. admission feesd. city taxes

1. Such charges, as well as the cost of hotel accommodations and meals, are usually _____ by the packager for local tours.

- a. listedc. prepaid
- b. taxedd. arranged

4. Speaking

Discuss the following questions in groups.

1. Where have you traveled during the past 5 years? Which holidays did you enjoy most?

2. What kinds of the following kinds of holidays do you like most?

Adventure Culture Fly-drive

Cruise Farmstay Package/beach

Section 3: DO YOU REMEMBER?

What are some expressions that you can use to take tour booking?

Tour Commentaries
Tài liệu về Tour Commentaries

Section 1: Language Focus

Guiding language

Indicating position

On your right is
On your left is
In front of you is
We are now passing
You can now see

the beautiful
the magnificent

Superlatives

..... is one
of the

finest
most famous
most
beautiful

building
sights

in the world.
in Asia.
in Vietnam.

Passives

..... was built..... was
painted..... was designed.... is
said to

by ... (person). in ... (date)
be haunted
be the best example of
have lived here.

Present perfect

..... has stood here for ... (time period)

has been standing since ... (date).

PRACTICE

1. Use the following notes to write into full sentences about St Paul's Cathedral in London.

1. On/left/beautiful/St Paul's Cathedral.

.....

1. Stood/over 300 years.

.....

1. Designed/Christopher Wren.

.....

1. One/large/dome/world.

.....

1. Said/influenced/design/Capitol building/Washington.

.....

1. Lord Nelson/buried/crypt.

.....

2. Quiz

Work with a partner and do the following quiz.

1. The Parthenon was dedicated to _____

A. God PoseidonB. Goddess AthenaC. Both A. and B.D. None of these

2. The Parthenon was built almost 2,500 years ago in the country of _____.
A. GreeceB. RomeC. New YorkD. London

3. In which city is the Parthenon situated?

A. AlexandriaB. AthensC. Crete

4. How tall is the Eiffel tower?

A. 1834 yardsB. 1800 ftC. 1643 ftD. 984 ft

5. How long did it take to build this structure?

A. 2 years and 2 monthsB. 3 years and 3 monthsC. 4 years and 4 months

6. St. Peter's is a _____.

A. churchB. castleC. citadel

7. St. Peter's was completed in _____ under Paul V.

A. 1576B. 1615C. 1763

3. Listening

1. Listen to the guides giving commentaries at three places. Mark the statements T(True) or F(False).

(Adapted from a listening exercise in Going International, 1998)

Commentary 1

- The structure is 300 meters high.
- It was built in the 18th century.
- The British have a similar structure.

Commentary 2

- The guide is taking about a square.
- The church was built during 100 years.
- The tourists will climb up to see the city.

Commentary 3

- The building is 2000 years old.
- It was built as a Christian church.
- It has been destroyed a lot.
- Listen again. In which commentary do you hear the following adjectives? Write the numbers (1, 2, 3) on the line.

1. Advanced

2. Long

3. Magnificent

4. Proud
5. Splendid
6. Wonderful
7. What do the guides talk about? Write the number (1, 2 or 3) in the box.



Parthenon



Eiffel Tower



St Peter's

Section 2:Reading

1. Pre-reading
2. Where did you go on your last vacation?
3. How did you go?
4. Who did you go with?
5. What did you see and do?
6. What did you buy as a souvenir?
7. Reading

CITY TOURS

On the day of their city tour, the Silver wakes early. When Mr. and Mrs. Silver leave the coffee shop, the concierge greets the Silvers with a smile. The concierge gives Mr. Silver the tickets for the tour and says, "I'm not busy at the moment. Let me walk with you to where the bus will pick you up. I'll introduce you to the tour guide personally."

Soon the tour bus stops at the curb. The driver opens the door and the tour guide climbs down. As he has promised, the concierge introduces each member of the family to her.

She says: "Welcome. I'm Francine Miller, your guide for this tour. I'll tell you all about the things you will see. If you have any questions, please ask. It's my job to answer them. All my time is free to talk to you sightseers." Sights are places or things to see. Sightseers are people who go to see these sights, or places of interest. Local tours are sometimes called sightseeing tours.

When the Silvers board (get on) the bus, Mrs. Miller introduces them to the driver. Then she takes them to the seats that were reserved (saved) for them. When they are all comfortably seated, the driver starts the bus.

Before the driver became a tour bus driver, he spent many years driving a taxi. In that way, he learned all the streets of his city. He is an experienced driver, which means that he has had practice driving in many different or difficult situations, and drives safely and well. In addition to knowing all the streets, he also knows all the traffic regulations. Only the most experienced drivers can get jobs on tour buses. He has also been specially trained to drive a tour bus. He drives carefully past the places that tourists want to see. He is also careful to avoid stopping suddenly or speeding up quickly.

People have confidence in a careful driver. Confidence means that they believe the driver does his or her job well and safely. Passengers feel comfortable riding with a driver in whom they have confidence. The driver feels that making passengers comfortable is an important part of his job.

As the bus moves through the city streets, the guide tells the sightseers about the places and buildings they are passing. They pass a large group of low buildings surrounded by a park. "That's a medical center with many different hospitals. The long low building with the playground next to it is a children's hospital."

The children ask if there are many sick people in the country. Mrs. Miller replies: "Every country has sick people. I don't know if we have more or fewer sick people than anywhere else. But I do know that we are very lucky to have such a fine medical center to help people get well."

When Mr. Silver asks how many other hospitals or medical centers there are in the country, Mrs. Miller is able to tell him. An important part of her job as a tour guide is to answer the questions people ask. Another part of her job is to explain the history of parks or monuments they pass.

After about 40 minutes of such sightseeing, the bus stops in front of a large, modern building. "This is our national museum," says the guide. "You will find many interesting works of art and historical displays inside. As you leave the bus, I'll give you a brochure that will tell you about the museum."

"Is it in English?" Tommy asks.

"May we keep it as a souvenir?" Janet asks.

Mrs. Miller answers yes to both questions and continues: "Inside you will find signs in English telling about the exhibits. You will also find a display called a diorama, a small-sized model of the entire city and the countryside around it. Around this diorama are several telephones. Pick up one of the phones marked 'English' in order to hear a

description of the city. You will also hear about some of the places we saw on the way here. In addition, the recording will tell you about some of the exhibits in the museum and some of the places we will see later this afternoon."

As they leave the bus, Mrs. Miller tells the sightseers: "You have one hour to go through the museum. Then we'll meet back at the entrance. I'll take you to the museum restaurant where we'll have lunch."

As the Silvers are leaving the museum after lunch, Janet asks the tour guide, "Can we stop for a moment? I want to buy some postcards to send to my friends. The stamps in your country are so pretty."

Each member of the family buys several postcards at a sales counter just inside the front door of the museum, near the diorama. Then Mrs. Silver asks: "Would you mind taking the pictures of us standing on the front steps of the museum?"

Tour guides often receive this type of request. Tourists like to have pictures of themselves visiting faraway places. The tour guides are often asked to take the pictures so that the whole family or group can be in the photograph.

During the afternoon, the tour goes to a large crafts market. Built by the government, the market contains many stalls (enclosed spaces) where people display (show) and sell handicraft items, clothing, and souvenirs. The family walks around the market. They stop and look at many items. Suddenly, all four members of the family have the same idea at the same time, buying some shirts as souvenirs.

Back on the bus, the family agrees that they have enjoyed every bit of the tour. They will take home memories of a pleasurable, interesting day. The souvenirs they bought will remind them of the pleasurable experiences they had.

(Adapted from English for the Travel Industry by Benedict Kruse and Bettijune Kruse, 1982)

Work in groups and answer the following questions.

- Why are local tours sometimes called sightseeing tours?

- Why does Mrs. Miller tell the sightseers to ask her any questions they have about the places they see?

- How did the driver get the experience to become a tour bus driver?

- What gives people confidence in a driver?

- Why do tourists ask a tour guide to take their photographs?

1. Vocabulary

a. Choose the correct word or phrase to complete each sentence.

1. An _____ driver has practice driving in many different situations.

a. ordinaryc. experienced

b. unusuald. unsafe

1. Because the Silvers feel _____ that the driver is doing his job well, they have him.

a. an interest inc. nervousness about

b. a concern aboutd. confidence in

1. A tour bus driver must know all the traffic _____.

a. signs c. regulations

b. streets d. police officers

1. Local tours are sometimes called _____.

a. bus trips c. museum tours

b.sightseeing tours
d. city trips

1. A _____ is a small pamphlet that describes or gives information about something.

a.newspaper
c. book

b.magazine
d. brochure

b. Match each word or phase in column A with its meaning in column B.

A	B
<p>FIXME: A LIST CAN NOT BE A TABLE ENTRY.</p> <p>Handicraft Stall Diorama Sightseer Display</p>	<p>FIXME: A LIST CAN NOT BE A TABLE ENTRY. Person who visits places of interest. Something made by hand To show Small-sized display or model Enclosed space</p>

1. Writing and Speaking

a. These are some of the most famous tourist attractions in Can Tho City. Do you know all of them? Write their names under the pictures?



a.
.....



b.



d.
.....



e.

.....



f.

.....



g.

.....

b. Imagine you're a tour guide. Prepare a short commentary for a place in Exercise A that you know well. Then describe it to your partner and ask him/her to guess what the place is.

Section 3: DO YOU REMEMBER?

If you want to indicate positions, what expressions can you use?

When do you use the passive form?

Taking Customers' Orders

Taking Customers' Orders

SECTION 1: LANGUAGE FOCUS

1. Structures

Articles: A/AN and THE

Look at these sentences.

- Every summer we stay in a hotel in Rome. The hotel is in the city centre.
- Could I have the menu, please?
- Could I have a beer, please?
- Could I speak to the manager, please?

PRACTICE

Fill in the blanks with A/AN or THE.

1. On Saturdays we eat in _____ restaurant in Oxford. _____ restaurant is near _____ River Thames.
2. Do you have _____ reservation, madam?
3. Can I have _____ reservation, madam?
4. Would you like to see _____ wine list, sir?
5. Would you like _____ aperitif?
6. _____ beer here is very good.
7. Could I have _____ bill?

A or SOME

Look at these sentences.

- I'd like a (glass of) beer/a glass of wine/a table near the window/a (cup of) coffee
- I'd like some bread/some wine/some water/some milk

PRACTICE

Fill in the blanks with A or SOME.

1. I'd like _____ whisky, please.
2. There's _____ bread on the table.
3. Could I have _____ glass of wine?
4. Mr. Jones has left _____ money in his room.
5. Could I have _____ rice?

Taking orders

A. Waiter			B. Customer	A. Waiter
Would you like	a/ansome	aperitif?....? water?....?	FIXME: A LIST CAN NOT BE A TABLE ENTRY. (Repeats the offer)(Yes,) please.(Yes,) OK.(Yes,) fine.	Very good, Sir/Madam. (Informal: Fine!/OK)
Would you like to		sit near...?sit in the shade/sun?see the wine list?set menu? order now?	FIXME: A LIST CAN NOT BE A TABLE ENTRY. Sure. That would be nice/great/splendid/etc. Yes, I could do with a/some ...No, thanks. Not really, (thanks) (No,) it's OK. I don't know. I'm not too sure. Let me see/think. Can you give us a bit more time?	Certainly, Sir/Madam. (Informal: Sure!/OK!)

Recommending

I haven't decided I can't make up my mind I'm wondering	about	an appetizer a soup a main course a dessert
What would you suggest What do you recommend	as	an appetizer? a soup? a main course? a dessert?

I can recommend the They're	It's They're	excellent.particularly good.one of the chef's specialties.
--------------------------------------	-----------------	------------------------------------------------------------

Recommending and comparing

Customer

What's	the difference between	the	Beaujolais	and the	Nuits St. Georges?
Which is	lighter:more full- bodied:drier:sweeter:	the	Beaujolais...	or the	Nuits St. Georges?...

Waiter/waitress

Oh, the	Beaujolais...	is	lighter etc.	than the	Nuits St. Georges?...	
Oh, the	Nuits St. Georges?...		is not as	lighter etc.	as the	Beaujolais...

PRACTICE

1. Complete the following conversations.

Conversation 1

Waiter (W): _____.

Guest (G): I'd like to have dinner in your restaurant at 7:00 tonight.

W: _____?

G: A table for two?

W: _____?

G: David Smith.

W: Mr. Smith, _____?

G: No, thanks.

Conversation 2

W: _____

G: This is Henry Green speaking. I'd like to have a table for four tonight.

W: _____?

G: At about eight.

W: _____

G: Yes, you are right. By the way, could you give us a table in the corner? We'd like to have a quiet table.

W: _____?

G: Thank you. Good-bye.

2. List the order in which restaurant staff do these things. For example: 1 = (e)

1. ask if guests would like to see the wine list
2. bring the wine list
3. serve the bread or rolls
4. take the guests to their table
5. receive guests when they arrive
6. take guests' coats to the cloakroom
7. take down the orders from the first and second courses
8. ask if guests would like an aperitif (a drink before meal)
9. offer water
10. take down the wine order
11. bring the menu

3. Work with a partner. Use the menu provided by your teacher and take turns to be A (a customer who wants some advice) and B (a waiter/waitress).

2. Vocabulary

Courses in a restaurant

Below are the courses on two kinds of menu, but they are in wrong order. Put the courses in a better order, and discuss what dishes etc. one might serve for some of them. For example: 1. Hors d'oeuvres: eggs mayonnaise. . . .

A la carte menu in a four-star restaurant: Cheese board – Entrees – Coffee and mints – Cold platters – Sweets – Hors d'oeuvre – Fish – Soups – Vegetables

Coffee-shop menu in an international hotel: Wine list – Main dishes – Soups – Desserts – Sandwiches – Appetizers – Beverages – Pasta dishes – Cold plate

SECTION 2: READING

1. Pre-reading

Discuss the questions with your friends.

- What do customers often expect of good food service?
- What are some bad habits that can lead to poor service?
- What is "passing the buck"?
- Reading

We know that service is anything other than physical goods that is valuable to customers. There are some laws that lead to good service. The most critical one is about customers' satisfaction. The following article presents some golden rules that restaurant staff members need to be aware of in order to provide good service.

LAW OF SERVICE

We know that service is anything other than physical goods that is valuable to customers. This customer perspective leads to the Law of Service - the most critical relationship in all service work.

1. Accessibility. Customers expect prompt and efficient service. This means that they must be able to get to someone in the organization who can help them. Whether it is waiting for initial processing or talking to someone about fixing a problem, they do not expect to go through a maze of paperwork and red tape. They want their questions answered and their needs met as soon as possible.
2. Courtesy. Customers expect to be treated in a professional manner. They react poorly to rudeness. Customers expect their property to be treated with respect as well. Employees should treat customers' luggage, cars, and so on as if it were their own. They also expect a neat and clean appearance.
3. Personal attention. Customers want to be treated as unique individuals. They want to know that the company they are dealing with cares about them as individuals. They expect to be told what services will be provided, and they expect someone to care about their problems (and do something about them).
4. Empathy. Empathy is a person's ability to see and feel things from someone else's point of view. Customers expect that service employees will understand what they care about. Customers do not expect to be treated as though their presence is an imposition on the employee or an interruption to an otherwise pleasant day.
5. Job knowledge. Customers expect that employees will know the facts about their job and their company. They expect honest answers. On some special requests, they may accept an employee going to a supervisor for an answer, provided that the answer comes quickly.

6. Consistency. Customers expect to get the same answer no matter who they talk to. If everyone meets the criteria for job knowledge, there is no reason for two different employees to give conflicting answers. There are some instances where a variety of treatment may be acceptable, but only when they see and understand an obvious and compelling reason for a difference in treatment.

7. Teamwork. The company may be composed of many different departments with different goals and methods of operation, but to customers it is a single entity. They do not expect internal turf battles to affect them nor do they expect to be passed from one department to another for answers to simple questions.

Seven Deadly Sins,

1. Leave someone expecting a reply. Whenever we tell someone we will call or send something, we must follow through and do it. Even when we don't have an answer or anything else useful to say to a customer, we can call the customer to say that we have no new information yet and are still working on it. It is important that the person not feel forgotten or ignored.

2. Argue with a customer. If you remember the old saying, "The customer is always right," you already know about this sin. Even when customers are completely wrong, service providers do not get any points for proving it. Taking an argumentative tone with a customer puts a service person in a poor position from the start.

3. Present a dirty or unprofessional look. This is one of the best ways to get off to the wrong start with a customer. Dirty facilities or unprofessional-looking employees immediately undermine the overall credibility of any service organization. Cleanliness will almost never be cited as a particularly good service quality, but the lack of cleanliness will be noticed immediately.

4. Give conflicting or incorrect information. Nothing is more frustrating to a customer than hearing two conflicting pieces of information from two different people in the same organization. Customers expect each of us to be perfectly up-to-date and knowledgeable about practically everything to do with our products. When we don't know something, we are much better off tactfully admitting our lack of knowledge and promising to call them back.

5. Argue with a fellow worker in front of a customer. As human beings, we will certainly have disagreements with fellow staff members. There is a time and a place for working out these differences. It may even take a screaming match to work it out—but not in front of customers. We can almost always wait to discuss it until the customer has left. We can ask our co-worker to go into a back room where we can discuss the problem, come to an agreement and then go back to deal with the customer as a team.

6. Imply that a customer's needs are unimportant or trivial. Our customers may be the fiftieth person that day that we have had to deal with on the same service need, but to them, this is the first time that day they've needed it. The worst thing we can do at that moment is to trivialize their needs or make it seem as if they are an imposition on our otherwise carefree day.

7. Pass the buck. A common practice in service organizations, especially those with large bureaucracies, passing the buck can be very frustrating to customers. Customers already tense because something has or may go wrong, and we double that pressure by sending them through a maze of red tape. The best way to avoid this is to be knowledgeable about who in the organization has the authority to help this person. If a supervisor is not immediately available, offer to have someone call the customer back.

Decide whether the following statements are true (T) or false (F).

1. _____ Customers' property should be handled with care and respect at a restaurant.
2. _____ Service workers are supposed to understand what customers are expecting of the service they are providing.
3. _____ Customers do not accept the situation where a service employee goes to seek a supervisor if he/she cannot answer the customers' questions.
4. _____ The operation of a restaurant with different departments is still a single entity in customers' viewpoint.
5. _____ If a service employee cannot have an answer immediately, he/she should tell the customer to forget or ignore it.
6. _____ When customers are completely wrong, service workers need to say so to them and prove it.
7. _____ If a service worker does not know an answer or information a customer is requesting, he/she must politely admit his/her lack of knowledge.
8. _____ Service workers are never allowed to argue with each other at the workplace.
9. _____ Service workers should sometimes point out to customers that their request is unimportant at all.
10. _____ The best way to avoid passing the buck is to get a supervisor to solve the problem.
11. Vocabulary

Fill in the blanks with NO MORE THAN three words taken from the text.

The law of service says that satisfaction is based on whether _____ perceive that the _____ is good or bad, and this judgment is based on their subjective attitudes, not necessarily on an objective evaluation of facts. Different customers may perceive the same _____ in different ways, and even the same customer may perceive it differently at different times.

In general, customers have _____ basic expectations relating to restaurant staff's professionalism. They often expect _____ service that does not let them wait or get through an amount of _____. As _____, they expect the restaurant staff to professionally pay individual attention to and care about them with the staff's _____.

And while many acts may or may not be perceived poorly, there are seven _____ that are sure to upset customers. One of the bad habits is to _____ when customers have to go through a maze of paperwork and red tape in order to solve a problem.

1. Speaking

Discuss the following questions with your friends.

1. How can service organizations use this law of service to design better service delivery systems?
2. Can you think of other rules enhancing good service delivery that are not mentioned in the text?
3. What other things should service employees avoid?

SECTION 3: DO YOU REMEMBER?

1. What do you say when you want to take orders?
2. What do you say when you want to make a recommendation?

Explaining Dishes

Explaining Dishes

SECTION 1: LANGUAGE FOCUS

1. Structures

Describing foods

1. Past Participles used as adjectives

Complete the words in column 2.

The chefs do this(a) mince beef(b) mash potatoes(c) shred cabbage(d) fillet plaice(e) slice mushrooms(f) fry scampi(g) stew lamb(h) grill sardines(i) bake ham	The waiter or waitress serves thisminced beef.....potatoes.....dd.....cabbage.....plaice.....mushrooms.....ie..scampi..... lamb.....sardines.....ham
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------

Notes:

1. Roast does not take -ed. Sautee can take -ed. Would you like roast chicken and sauteed potatoes?
2. These words change their spelling:

- chop - chopped
- shred - shredded
- fry - fried

2. The Passive Form

When the waiter and waitress explain a dish, they usually talk only about the food, not about the chefs. In other words, the passive form is often used to describe how things are made.

- The chefs cook the beef in wine.

The beef is cooked in wine.

- They poach the cod in milk.

The cod is poached in milk.

PRACTICE

1. Rewrite the following sentences using the passive form.

1. They flavor the soup with herbs.
2. They stuff the heart with bread, onions, and nuts.
3. They flavor the chicken with melon.
4. They serve the smoked salmon with brown bread and butter.
5. They garnish the soup with small pieces of fried bread.
6. They fry the vegetables in oil.
7. They poach the poussins in wine.
8. They fill the pancakes with cream cheese.
9. They flavor the dumplings with herbs.
10. They stuff the tomatoes with fried ham and onion.
11. They serve the shrimps on a bed of lettuce.
12. We make French dressing from oil and vinegar.
13. The restaurant serves lunch from 12 to 3.
14. The barman makes dry martinis from gin and vermouth.
15. The wine waiter opens the wine at the table.
16. The chef makes mornay sauce from flour, milk, butter, cheese and seasoning.
17. The waiters bring the dishes from the kitchen on trays.

3. Quantifiers

Uncountable ingredients

....	<table border="1"><tr><td>has</td></tr><tr><td>contains</td></tr></table>	has	contains	no very little(just) a little quiet a lot of a lot of	wine butter garlic....	<table border="1"><tr><td>in</td></tr><tr><td>it.</td></tr></table>	in	it.
has								
contains								
in								
it.								

Countable ingredients

....		no very few(just) a few quiet a lot of a lot of	olives prawns....	
------	--	-------------------------------------------------	-------------------	--



PRACTICE

Choose phrases from B in the chart below to explain the following dishes to customers. Here is the information you need:

Tortilla

Tortilla: a sort of omelet

Main ingredients: eggs and potatoes

Additional ingredients: onion (just a little)

Preparation: slice potatoes, chop onion

Method of cooking: fry in oil

Accompaniment: serve with green salad.

Ratatouille

Ratatouille: a sort of vegetables stew.

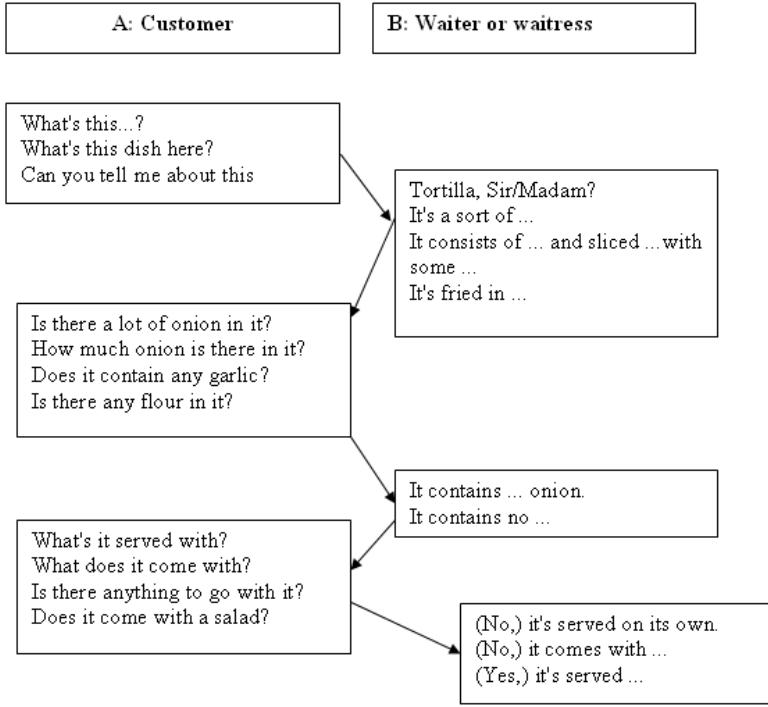
Main ingredients: tomatoes, aubergines, green peppers, courgettes.

Additional ingredients: oil, butter, garlic.

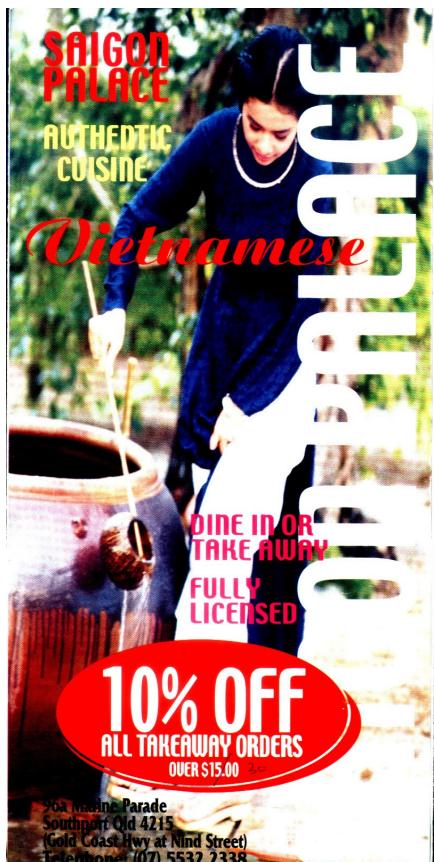
Preparation: slice main ingredients.

Method of cooking: saute and then stew slowly in the oven.

Accompaniment: serve with boiled potatoes or rice.



3. Look at the following menu from Saigon Palace Restaurant. Work in groups of three or four. Some of you will be customers ordering foods, and the other will be the waiter/waitress taking down the orders.



SOUP

1.	SHORT SOUP	\$ 4.00
	Sup hoanh thanh	
2.	SWEET CORN CHICKEN SOUP	\$ 4.00
	Sup canh chien	
3.	ASPARAGUS CHICKEN SOUP	\$ 4.00
	Sup mang tay ga	
4.	TOFU COMBINATION SOUP	\$ 4.00
	Sup dau hu thap cam	
5.	SWEET & SOUR HOT PRAWN SOUP	\$ 7.00
	Canh chua tom	
6.	SWEET & SOUR HOT CHICKEN SOUP	\$ 4.00
	Canh chua ga	

ENTREE

7.	SAIGON PALACE MIXED PLATTER	\$ 5.50
	Do chien thap cam	
8.	CHICKEN SPRING ROLL (4 rolls)	\$ 5.00
	Cha gio ga	
9.	PORK SPRING ROLL (4 rolls)	\$ 5.00
	Cha gio heo	
10.	SEAFOOD SPRING ROLL (4 rolls)	\$ 6.00
	Cha gio do bien	
11.	SATAY BEEF SKEWER	\$ 5.50
	Sate bo lu	
12.	SATAY CHICKEN SKEWER	\$ 5.50
	Sate ga lu	
13.	DIM SIM (Steamed or deep fried)	\$ 4.50
	Xiu mai (hap hoac chien)	
14.	FRIED WONTONS	\$ 4.50
	Hoan thanh chien	
15.	RICE PAPER ROLLS WITH PRAWN & PORK (2 rolls)	\$ 4.50
	Goi cuon tom thi	
16.	RICE PAPER ROLLS WITH PRAWN (2 rolls)	\$ 4.50
	Goi cuon tom	
17.	RICE PAPER ROLLS WITH VEGETABLES (2 rolls)	\$ 4.00
	Goi cuon rau ca	
18.	RICE PAPER ROLLS WITH SHREDDED PORK (2 rolls)	\$ 4.00
	Bi cuon	
19.	ROAST QUAIL	\$ 6.00
	Chim cuon quay	

MAIN COURSES**CHICKEN**

20.	SWEET & SOUR CHICKEN	\$12.00
	Ga chien chua ngọt	
21.	HONEY CHICKEN	\$12.00
	Ga chien mat ong	
22.	CRISPY FRIED CHICKEN & STICKY RICE	\$12.00
	Ga chien don com nep	
23.	CHICKEN WITH LEMON GRASS COCONUT MILK	\$12.00
	Ga xao lan	
24.	CHICKEN WITH PINEAPPLE CASHEW NUT	\$12.00
	Ga xao khom hot dieu	
25.	CHICKEN WITH LEMON GRASS & CHILLI SAUCE	\$12.00
	Ga xao xa ot	
26.	CURRIED CHICKEN	\$12.00
	Ca ri ga	
27.	SIZZLING SATAY CHICKEN	\$13.50
	Sate ga dia nong	
28.	SIZZLING MONGOLIAN CHICKEN	\$13.50
	Tuong cay ngọt dia nong	
29.	SIZZLING GARLIC BUTTER CHICKEN	\$13.50
	Toi bo dia nong ga	

SQUID

58.	FRIED SQUID WITH SALT & PEPPER	\$13.50
	Muc rang muot tieu	
59.	FRIED SQUID SWEET & SOUR SAUCE	\$13.50
	Muc chua ngot	
60.	SQUID WITH LEMON GRASS & COCONUT MILK	\$13.50
	Muc xao	
61.	BRAISED SQUID WITH LEMON GRASS & CHILLI SAUCE	\$13.50
	Muc xao xa ot	
62.	BRAISED SQUID WITH SNOW PEA & ASPARAGUS	\$14.00
	Muc xao da hoa lan va mang tay	
63.	SIZZLING SQUID WITH SATAY SAUCE	\$15.00
	Muc xao sate dia nong	
64.	SIZZLING SQUID WITH GARLIC BUTTER	\$15.00
	Muc xao bo de nong	
65.	SIZZLING SQUID WITH MONGOLIAN SAUCE	\$15.00
	Muc xao tuong ngot cay dia nong	

SCALLOPS

66.	SCALLOPS WITH SNOW PEA & ASPARAGUS	\$18.00
	Diep xao da hoa lan & mang tay	
67.	SCALLOP WITH GARLIC SAUCE	\$18.00
	Diep xao tau	
68.	SCALLOPS WITH LEMON GRASS COCONUT MILK	\$18.00
	Diep xao lan	
69.	SCALLOPS WITH LEMON GRASS & CHILLI SAUCE	\$18.00
	Diep xao xa ot	

MUSSELLS

70.	MUSSELLS WITH BLACK BEAN SAUCE	\$12.50
	Dom xao tam xi	
71.	MUSSELLS WITH LEMON GRASS & COCONUT MILK	\$12.50
	Dom xao lan	
72.	MUSSELLS WITH LEMON GRASS & CHILLI SAUCE	\$12.50
	Dom xao xo ot	
73.	MUSSELLS WITH GINGER & SHALLOTS	\$12.50
	Dom xao gung hanh	

OYSTERS

74.	STEAMED OYSTERS WITH GINGER & SHALLOTS	\$24.00
	Hao hap gung hanh	
75.	STEAMED OYSTERS SAIGON PALACE STYLE	\$24.00
	Hao hap da biet Saigon Palace	

PIPPIS

76.	SIZZLING PIPPI WITH LEMON GRASS & COCONUT MILK	\$13.50
	Ngheu xao lan dia nong	
77.	SIZZLING PIPPI WITH CHILLI SAUCE	\$13.50
	Ngheu xao xo sot	
78.	SIZZLING PIPPI WITH GARLIC BUTTER	\$13.50
	Ngheu xao bo toi	

FISH

79.	FRIED FILLET FISH SWEET & SOUR SAUCE	\$16.00
	Ca chien chua ngot	
80.	BRAISED FISH WITH BLACK BEAN SAUCE	\$16.00
	Ca xao tau xi	
81.	BRAISED FISH WITH LEMON GRASS CHILLI	\$16.00
	Ca xao xa ot	

FISH

82.	BRAISED FISH WITH SNOW PEAS\$16.00
83.	BRAISED FISH WITH SOYA BEANS\$16.00
84.	FRIED SOLE FISH SALT & PEPPER\$16.00 <i>(7.50)</i>
85.	FRIED WHOLE FISH WITH GINGER & FISH SAUCEmarket Ca chien nuoc mam gung price
86.	FRIED WHOLE FISH WITH SWEET & SOUR SAUCEmarket Ca chien nuoc mam ruot price
87.	FRIED WHOLE FISH WITH TOMATO SAUCEmarket Ca chien sot ca price
88.	STEAMED WHOLE FISH WITH GINGER & SHALLOTmarket Ca chung hanh gung price
89.	STEAMED WHOLE FISH WITH SOYA BEANmarket Ca chung tuong price

MUD CRAB

90.	LIVE MUD CRAB WITH CHILLI SAUCEmarket Cua xao vt price
91.	LIVE MUD CRAB WITH GINGER & SHALLOTmarket Cua xao hanh gung price
92.	LIVE MUD CRAB WITH SALT & PEPPERmarket Cua rang muoi tieu price
93.	LIVE MUD CRAB WITH TAMARIND SAUCEmarket Cua rang me price

HOT POT

94.	SPECIAL SAIGON PALACE CHICKEN RICE HOT POT\$14.00 Com tay cam ga
95.	SPECIAL SAIGON PALACE COMBINATION RICE HOT POT\$16.00 Com tay cam thap cam
96.	BEAN CURD COMBINATION HOT POT\$16.00 Dau do bien tay cam
97.	SEAFOOD BEAN CURD HOT POT\$18.00 Dau du bien tay cam
98.	STEWED FISH WITH BLACK PEPPER & FISH SAUCE\$18.00 Ca khieu
99.	FISH SIMMERED IN FISH SAUCE & SHALLOT\$18.00 Ca khie mang

STEAM BOAT

100.	COMBINATION STEAM BOAT\$35.00 Lau thap cam
101.	SEAFOOD STEAM BOAT\$45.00 Lau do bien
102.	SWEET & SOUR HOT FISH STEAM BOAT\$35.00 Lau canh chua ca
103.	SWEET & SOUR HOT CHICKEN STEAM BOAT\$30.00 Lau canh chua ga

OMELETTE

104.	COMBINATION OMELETTE\$14.00 Trung chien thap cam
105.	KING PRAWN OMELETTE\$14.00 Trung chien tom
106.	VEGETABLE OMELETTE\$ 9.00 Trung chien rau ca

SOUP

1. **SHORT SOUP** \$ 4.00
Sup hoanh thanh
2. **SWEET CORN CHICKEN SOUP** \$ 4.00
Sup canh ga
3. **ASPARAGUS CHICKEN SOUP** \$ 4.00
Sup mang tay ga
4. **TOFU COMBINATION SOUP** \$ 4.00
Sup dau hu thap cam
5. **SWEET & SOUR HOT PRAWN SOUP** \$ 7.00
Goi cuon tom
6. **SWEET & SOUR HOT CHICKEN SOUP** \$ 4.00
Canh chua ga

ENTREE

7. **SAIGON PALACE MIXED PLATTER** \$ 5.50
Do chien map can
8. **CHICKEN SPRING ROLL** (4 rolls)..... \$ 5.00
Cha gio ga
9. **PORK SPRING ROLL** (4 rolls) \$ 5.00
Cha gio heo
10. **SEAFOOD SPRING ROLL** (4 rolls)..... \$ 6.00
Cha gio do bien
11. **SATEY BEEF SKEWER** \$ 5.50
Sate bo lau
12. **SATAY CHICKEN SKEWER** \$ 5.50
Sate ga lui
13. **DIM SIM** (Steamed or deep fried)..... \$ 4.50
Xiu mai (hap hoac chien)
14. **PORK RIB TONNS** \$ 4.50
Hoanh thanh ton
15. **RICE PAPER ROLLS WITH PRAWN & PORK** (2 rolls)....\$ 4.50
Goi cuon tom that
16. **RICE PAPER ROLLS WITH PRAWN** (2 rolls)..... \$ 4.50
Goi cuon tom
17. **RICE PAPER ROLLS WITH VEGETABLES** (2 rolls)..... \$ 4.00
Goi cuon rau cai
18. **RICE PAPER ROLLS WITH SHREDDED PORK** (2 rolls)....\$ 4.00
Bi cuon
19. **ROAST QUAIL** \$ 6.00
Chim cuc quay

MAIN COURSES**CHICKEN**

20. **SWEET & SOUR CHICKEN** \$12.00
Ga chieu chua ngọt
21. **HONEY CHICKEN** \$12.00
Ga chieu hon
22. **CRISPY FRIED CHICKEN & STICKY RICE** \$12.00
Ga chien don com nep
23. **CHICKEN WITH LEMON GRASS COCONUT MILK** \$12.00
Ga xao lam
24. **CHICKEN WITH PINEAPPLE CASHEW NUT** \$12.00
Ga xao khac hot dieu
25. **CHICKEN WITH LEMON GRASS & CHILLI SAUCE** \$12.00
Ga xao xa o
26. **CURRIED CHICKEN** \$12.00
Ca ri ga
27. **SIZZLING SATAY CHICKEN** \$13.50
Satay ga dia nong
28. **SIZZLING MONGOLIAN CHICKEN** \$13.50
Tuong nuoc ngọt dia nong
29. **SIZZLING GARLIC BUTTER CHICKEN** \$13.50
Toi bo dia nong ga

PORK

30.	SWEET & SOUR PORK	\$12.00
31.	PORK WITH LEMON GRASS COCONUT MILK	\$12.00
Heo xao lan		
32.	PORK WITH LEMON GRASS CHILLI SAUCE	\$12.00
Heo xao meo la		
33.	PORK WITH BLACK BEAN SAUCE	\$12.00
Heo xao tau xi		
34.	SIZZLING MONGOLIAN PORK	\$13.50
Heo xao luong cay dia nong		
35.	SIZZLING SATAY PORK	\$13.50
Heo xao satay dia nong		
36.	GRILLED AMERICAN SPARE RIBS WITH LEMON GRASS	\$12.00
Suon heo nuong xa		

BEEF

37.	BEEF WITH BAMBOO SHOOTS	\$12.00
38.	BEEF WITH LEMON GRASS COCONUT MILK	\$12.00
Bo xao lan		
39.	BEEF WITH PAK CHOY BLACK BEAN SAUCE	\$12.00
Bo xao tau xi		
40.	BEEF WITH LEMON GRASS & ASPARAGUS	\$12.00
Bo xao mang tay		
41.	BEEF WITH CASHEW NUTS	\$12.00
Bo xao meo hot biec		
42.	STEWED BEEF WITH TOMATO SAUCE	\$12.00
Bo kho		
43.	SIZZLING BEEF WITH SATAY SAUCE	\$13.50
Bo xao sate dia nong		
44.	SIZZLING BEEF WITH GARLIC BUTTER	\$13.50
Bo xao luc dia dia nong		
45.	SIZZLING BEEF WITH MONGOLIAN SAUCE	\$13.50
Bo luong cay ngot dia nong		
46.	BBO FRESH SLICED BEEF ON HOT PLATE (Self cooking)	\$25.00 small \$45.00 large
	Bo nuong vi	

SEAFOOD

KING PRAWN

47.	FRIED KING PRAWN SWEET & SOUR SAUCE	\$16.00
Tom chien chua ngot		
48.	HONEY PRAWN	\$16.00
Tom mat ong		
49.	FRIED KING PRAWN SALT & PEPPER	\$16.00
Tom chien muoi tieu		
50.	KING PRAWN WITH LEMON GRASS COCONUT MILK	\$16.00
Tom xao lan		
51.	KING PRAWN WITH SNOW PEA	\$16.00
Tom xao lan heo lam		
52.	CURRIED KING PRAWN	\$16.00
Cari tom		
53.	CHILLI KING PRAWN AND SNACK BEAN STIR FRY	\$16.00
Tom xao dau dia		
54.	KING PRAWN WITH TOMATO SAUCE & PEPPER	\$16.00
Tom xao meo		
55.	SIZZLING KING PRAWN WITH SATAY SAUCE	\$18.00
Tom xao sate soi dia nong		
56.	SIZZLING KING PRAWN WITH MONGOLIAN SAUCE	\$18.00
Tom xao luong cay ngot		
57.	SIZZLING KING PRAWN WITH GARLIC BUTTER	\$18.00
Tom xao bo toi		

2. Vocabulary

Food ingredients and recipes

Ingredients

Put the following words into the correct types of ingredients.

turkey - mustard - beans - kidney - herbs - margarine - rice - salmon - lobster - pheasant - lamp

TYPES	
Vegetables	Cauliflower, beans
Fish	Trout
Shellfish	Crab
Poultry	Duck
Offal	Liver
Meat	Beef

Game	Venison
CerealsCereal products	Flour
Fats and oils	Butter
Condiments	Pepper
Flavorings	Garlic

Cooking Verbs

Match the verbs on the left with the definitions on the right.

Verbs	
FIXME: A LIST CAN NOT BE A TABLE ENTRY. bakeblanchbraisecaramelizecarvechillcreamdeep-frydiceflambéflavorfricasseefrygarnishgrategrillgrindliquidizemarinadeparboilroastsautéslicesteamstuffpoach	

3. French in English

A lot of words come from other languages, especially French in the language of restaurant. Complete these sentences using the words provided.

French words and phrases

a la mode

a la carte

bouquet garni

brut

chambre

chateau

chef de cuisine

cordon bleu

de luxe

digestif

en pension

hors-d'oeuvre

maitre d'hotel

nouvelle cuisine

plat du jour

plongeur

sauté

soupcon

table d'hote

traiteur

vinaigrette

1. I like champagne, but this one is rather sweet for me. I prefer _____.

2. I'm glad you enjoyed the meal. Would you like a _____?

3. Here's the menu. We also have a _____ which is mackerel in white wine with spring onions.

4. My first job in the kitchen was as a _____. Nowadays we have a dishwashing machine.

5. We serve the salad with a simple _____.
6. I usually have the set menu, but this is a special occasion. Let's go _____.
7. I love apple pie _____ - it's the combination of hot and cold that I find irresistible.
8. This is an excellent red, bottled on the _____.
9. The restaurant has improved enormously since Larry Duval became the _____.
10. We're investing a lot of money to create a restaurant which offers a genuinely _____ service.
11. Add some ground chili, but not too much. Just a _____.
12. Red wine should normally be served _____.
13. If you want to have dinner in the hotel, we have special _____ price which is very economical.
14. We _____ the mushrooms in butter with garlic and black pepper.
15. A real _____ chef can make very good money in London.
16. There's the _____ which is a set price of \$18.90 for three courses.
17. They complained to the _____ about the service they had received.
18. We use a _____ to flavor the soup.
19. I'm not crazy about _____ - I'm usually still hungry after I finish dinner.
20. While we were looking at the menu, we were served Atlantic prawns with mayonnaise and an endive salad as an _____.
21. Almost everything is prepared in our own kitchen except that we use a _____ for patisserie.

SECTION 2: READING

1. Pre-reading

Discuss the questions with your friends.

- What kinds of food should be included in a menu? In what order?
- How many kinds of menu do you know? What are they?
- How is a menu formatted?
- What are the basic rules for organizing a menu?

2. Reading

THE MENU

Offering the right varieties, combinations, and preparations of foods is a basic requirement for a restaurant's commercial success, but what will work for each restaurant differs from case to case. The reading selection below gives you a basic insight of a menu composition.

The Classical Menu Structure

A successful menu depends upon composition-the right combination of foods, prepared perfectly. So claimed Antonin Careme (1784-1833), the French chef who is considered the founder of classical cuisine. A table d'hôte or a part menu is a predetermined succession of courses, offered at a set price. Today the a la carte menu, from which guests choose from a variety of courses and foods at different prices, is also popular.

The classical French menu contains thirteen courses. Today, a menu of this size is hardly ever offered. But even today's shorter menus follow the structure of the classical French menus as far as succession of courses is concerned. They always start with something light to stimulate the appetite, build up to the main course, and then become lighter toward the end of the meal.

The Thirteen Courses of the Classic Menu for French Cuisine

Course	English	Example
1.	Cold appetizer	Melon with port
2.	Soup	Consomme brunoise
3.	Hot appetizer	Morels on toast
4.	Fish	Fillet of sole Joinville
5.	Main course	Saddle of lamb
6.	Intermediate course	Sweetbreads with apparagus
7.	Sorbet	Champagne sorbet
8.	Roast with salad	Guinea hen stuffed with goose liver, salad
9.	Cold roast	Game terrine
10.	Vegetable	Braised lettuce with peas
11.	Sweet	Charlotte russe
12.	Savory	Cheese fritter
13.	Dessert	Jellied fruit

Short Menus

The following examples of five-course, four-course, and three-course menus illustrate that even today's short menus follow the same sequence based on the classical thirteen-course French menu. The individual courses, however, have been merged in many cases. The original main course consisted of an entire, uncarved poultry, meat, or game animal - a whole prime rib of beef, for example. Today the entree has merged with the main course. The vegetable, at one time a separate course, today is served as a side dish with the main course. Cold appetizers are always served before the soup. Hot appetizers are served after the soup.

4-course Menu

Course	Examples
Cold appetizer	Melon with port
Soup	-
Warm appetizer	Fillet of sole Joinville
Main course	Steamed rice Chicken breast with truffles Steamed rice Braised lettuce with bacon
Dessert	Hazelnut cream

4-course Menu

Course	Examples
Cold appetizer	-
Soup	Consomme with marrow
Warm appetizer	Gnocchi, Parisian style
Main course	Roast Pheasant Williamspotatoes Red cabbage with chestnuts
Dessert	Peach Melba

The Menu Format

In many cases, especially in restaurants serving haute cuisine, the a part or table d'hote menu is beautifully handwritten to emphasize the traditional character of the restaurant. In less fancy restaurants, a modern variant that is similar but simpler is often used: the blackboard, on which are written recommendations concerning the day's specialties.

In general, however, the table d'hote or a part menu, which changes daily or cyclically, is prepared in-house (on a typewriter or computer) and duplicated as necessary. A separate menu listing the daily specials might also be prepared.

In many restaurants the table d'hotel or a part menu and the daily specials contain only a fraction of what is offered. Often an a la carte menu, from which the guests can select an array of dishes that are always available, is also provided. If an a la carte menu is offered, the other menus are inserted in or clipped to its folder. The daily menus may also be placed at every seat, but in most establishments they are offered by the service staff along with the regular a la carte menu.

Basic Principles for Organizing a Menu

Cold and warm dishes are listed separately.

Appetizers, soups, seafood, and main courses are listed in separate groups.

In every group the lighter dishes are listed before the richer ones.

Salads should be highlighted.

If offered, low-calorie foods should be specially indicated, and the number of calories should be provided.

Every dish should be described clearly and simply, in an appetizing way, without being too flowery.

House specialties and seasonal items should correspond to the season and should change accordingly. Use a clip-on menu or special insert to attract attention to them.

The dessert selection should be listed on a separate attractive card. The menu should inform the guests that such a card is available.

The numbering of menu items can save time and confusion, especially with many of the new computerized cash registers. Numbering, however, discourages communication between guests and the service staff and thus does not help promote sales. For an easy compromise, place one numbered menu at the register or where orders are relayed to the kitchen so you can punch in the guest's order by number; the guest, however, orders the actual foods with words, not numbers.

Decide whether the following statements are true (T) or false (F).

1. _____ Antonin Careme was the first to design the short menu.
2. _____ Game is the cold course in the traditional menu.
3. _____ Soup is sometimes absent from the modern short menu.
4. _____ Vegetable used to be served separately in the thirteen-course menu.
5. _____ Customers are served a cold appetizer after the soup.
6. _____ Customers can choose different dishes from a table d'hotel menu.
7. _____ Light courses are often presented before rich ones in a menu.
8. _____ Depending on different seasons, restaurant menus may present a variety of dessert.
9. _____ Menu items are often numbered only when the restaurant has a cash register.
10. _____ The communication problem with menu numbering is that customers order foods and drinks while the waiter/waitress has to note down the number.

3. Vocabulary

Fill in the blanks with NO MORE THAN three words taken from the text.

A successful menu is composed with a right combination of foods which are well-_____. The _____, which is rarely _____, has around 13 courses. Instead, many restaurants nowadays offer _____ with _____ or five dishes in the structures of the classical ones. They often commence with some _____ foods and recess with something even _____ at the end. Customers can also _____ individual courses at their expectations when having a short menu. The order of the food served is not strictly maintained.

A menu can be _____, sometimes on a _____ to place a strong emphasis on the special feature of the restaurant. The _____ is mostly typed to show the day's specialities. Customers can also find it convenient to choose foods by looking at _____ available at their tables.

4. Speaking

Discuss the questions with your friends.

1. According to you, what other factors constitute a successful menu?
2. Compare the thirteen-course menu with any menu that you know.
3. If you were going to run a restaurant, what elements would you include in the menu?

SECTION 3: DO YOU REMEMBER?

1. What structures do you use to describe foods to customers?

During the meal
During the meal

SECTION 1: LANGUAGE FOCUS

1. Structures

Commenting

(Yes)	This	soup, stew... steakbread, fishmelon...	is	really	delicious, excellent... tenderfreshjuicy, sweet...
(Yes)	These	mushroomsrolls, shrimpsgrapes...	are	really	delicious... freshjuicy, sweet...
I'm really/I sure am enjoying this soup/these rolls...					

(No)	This	soup, stew... steakbreadfishmilk...	is	awful, disgusting, revolting,
			is	burnt, underdone, overdone, toughstale, dry, oldoff, not freshoff, sourbittertastelessovercooked, undercookedtoo

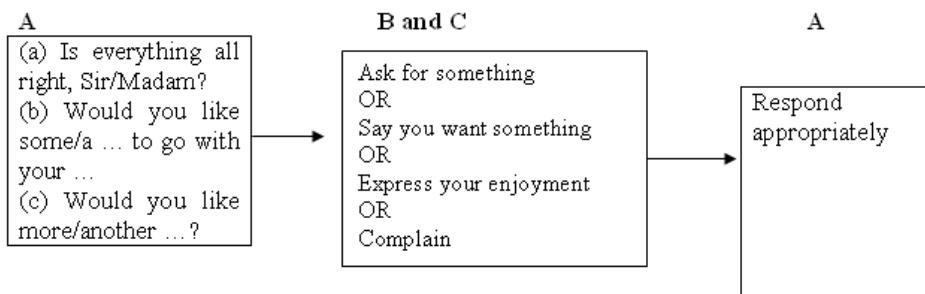
				salty/spicy/peppery/sweet not spicy/sweet/...enough
These	mushrooms...	are	awful ... etc. (as above)	

Responses

I'm very sorry, Sir/Madam. Shall I take it/them away? Would you like to order something else? I'll bring you another .../some other ...

PRACTICE

1. Work in groups of three. Take turns to be A (the waiter or waitress) and B and C (two customers). Write out a menu, or use an available menu (such as the one from Saigon Palace), and imagine that the meal is in progress. Practice these exchanges:

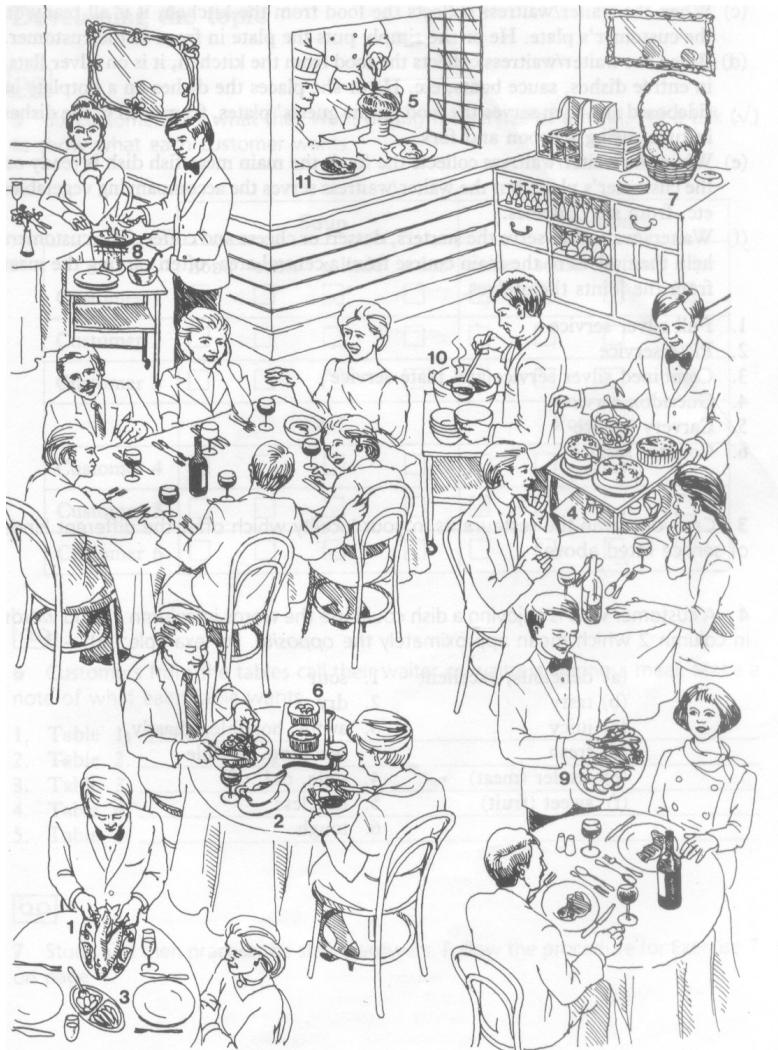


2. Work in groups of three or four. One of you is a waiter/waitress, and the others are customers. Imagine that you are having dinner at Saigon Palace Restaurant. Act out a conversation between the waiter/waitress and the customers during the meal.

2. Vocabulary

Match the items and activities in the chart with the right number in the picture opposite.

Number	
--------	--



5 ----- -	to carveto flambéto fillet
----- -----	a silver flata vegetable disha sauce boata soup tureen
----- -----	a trolleya service counterda sideboarda hotplate

A customer who is enjoying a dish could use the words in column 1. Find words in column 2 which mean approximately the opposite. For example: (a) – 3.

Column 1 Column 2

(a) delicious; excellent 1. sour

(b) tasty 2. dry

- (c) juicy3. awful, horrible, ghastly, revolting,
- (d) fresh terrible
- (e) tender (meat)4. stale, old, off
- (f) sweet (fruit)5. tasteless

6. tough

SECTION 3:READING

1. Pre-reading

Discuss the answers to the following questions.

- 1. What should a waiter/waitress do when serving customers? What shouldn't he/she do?
- 2. How is he/she supposed to carry plates, glassware and utensils when serving guests?
- 3. What are some rules for service at the guest table?

2. Reading

SERVICE RULES

Service Rules

Every profession has rules, more or less. Table service has more. There are personal rules dealing with you as an individual and rules for working directly with guests. This should not scare you - in fact, the rules should make you feel more secure. All these rules are based on common sense and are designed to make your work easier.

Personal Rules

Gum chewing and smoking during working hours are forbidden. A noisy service station is a sign that the service personnel are neglecting their main task, which is creating a relaxing environment in which guests can enjoy their meals. All utensils should be handled carefully and silently, and orders should be called calmly, so that even during your busiest time, the atmosphere will not become hectic. Collisions with colleagues are easily avoided if you obey the following two rules:

- 1. Never stop abruptly.
- 2. In a restaurant, as on the road, there is right-hand traffic. Always keep to the right.

Always move forward, never backward. You will soon learn that service is much easier this way. Moreover, you will appear more graceful and elegant. Wasted motions mean more work, and they are signs of inattentiveness. Always think about what you are doing and plan ahead-make every move count. If you need a hand towel, carry it, neatly folded, over your left forearm.

Carrying Plates, Glassware, Flatware, and Other Utensils

During service the right and left hands have distinct functions. The left hand carries while the right hand works. Flatware, glasses, cups, and the like are always carried on a tray, never in your hands. For safety and to prevent clattering, this tray should always be covered with a paper or cloth napkin. When bringing platters to the side table or guest table, always carry them with both hands. The hand towel should be draped lengthwise over the cloche so you can hold the platter on both ends. If several plates or serving dishes are carried at the same time, place them on the towel so they will not slide. Serving bowls and sauce boats are always placed on a small plate with a paper doily.

The Carrying of Plates

A Stack of Plates

A stack of plates is always carried with both hands. Wrap your hand towel around the plates so that you do not touch the plates with your bare hands. Do not hold the plates against your body.

One Plate

Always hold a plate between the thumb and index finger. Your thumb should be flat on the rim of the plate, pointing toward the rim, never into the plate. Hold the first plate between the thumb and index finger. The index finger is placed slightly behind the lower rim. Slide the second plate against the index finger and support it with the other fingers from beneath.

Two Plates, Held from Above

The first plate is held with the thumb and index finger. With that hand turned slightly upward, balance the second plate on the lower forearm and the ball of the thumb. Support the upper plate with the other fingers.

The Clearing of Plates

The basic technique is the same as carrying two plates from above. After picking up the first plate, arrange the flatware on it. The handle of the first fork is under your thumb; this will secure the remaining flatware. Then slide the knife in at a right angle under the fork. Now pick up the second plate with the flatware, and place the flatware on the first plate, fork beneath the thumb and knife below. The remaining plates are stacked on the second plate, while the flatware is arranged on the first plate. In an elegant service no more than four plates are cleared at once. Small food remnants on the plates can be pushed to the lower plate; be sure to turn away from the guest when doing this. When the plates contain a lot of leftovers, they must be scraped away from the table. Clear only two plates at a time and sort in the waiters' pantry.

Rules for Service at the Guest Table

Women are usually served first. If it is an honorary dinner, of course, the guest of honor is served first. Otherwise, age and status of the guest determine the sequence, with older or more distinguished guests served first. The host is always served after his or her guests. When children are present at the table, serve them as quickly as possible to maintain peace.

Decide whether the following statements are true (T) or false (F).

1. _____ These rules make employees more secure when delivering their services.
2. _____ Noisy employees create a relaxing environment where guests are enjoying their meals.
3. _____ When delivering service employees have to use both the right and left hands for the same purpose such as carrying plates or cleaning leftovers.
4. _____ There must be paper or a napkin on a tray in order to prevent clattering from plates and glassware.
5. _____ Waiters/Waitresses can use their fingers to touch plates if they always bring a towel with them.
6. _____ When holding a plate, waiters/waitress must place their thumbs on the rim of the plate and never put it into the middle of it.
7. _____ When there are leftovers on a plate, waiters/waitresses must let them sit there until customers ask them to clean.
8. _____ Children should be served quickly because they may cause a fight if served late.

3. Vocabulary

Fill in the blanks with NO MORE THAN three words taken from the text.

Table service rules deal with both _____ practices and rules that employees have to take into account when working with _____. Despite appearing quite scary to some newly trained employees, these rules help service workers work more effectively and _____.

The first rule, which is about _____, emphasizes the attention employees are supposed to pay to when serving customers. They are required to _____ what they intend to do with their _____. The _____ and _____ hand rule is recommended while they are _____ plates, glassware and utensils. Employees are requested to handle everything with their _____, especially with their thumb and _____. _____ are served first if it is an honorary occasion. The other factors such as _____ and _____ are also considered at the guest table.

4. Speaking

Now discuss the following questions with your friends.

1. What are other useful rules that you can add to the text?
2. Do these rules make you feel more secure or less confident to deliver service at the guest table?
3. Have you ever observed these rules being applied in a Vietnamese restaurant? Comment on your experience.

SECTION 3: DO YOU REMEMBER?

1. What may customers say to comment? How do you response?

HOTEL RESERVATIONS

HOTEL RESERVATIONS

Section 1: LANGUAGE FOCUS

1. Structures

Expressing the location

The hotel is...

The hotel is situated...

The hotel is located...

The hotel is found...

Expressions of location:

near...opposite...	ex:near the Mekong River
...from...	ex:only 5 minutes from the airport
in...(right) in the heart of...in the center of...on the bank of...centrally located in...	ex:in the heart of the city
on the edge of...	ex:on the edge of town
along...beside...	ex:along the highwaybeside the road
...(directions) of...	ex:20 kilometers north of Paris
(other locations), overlooking...	ex:It's on the edge of town, overlooking the beach.

PRACTICE

Describe the locations of some of the hotels in Cantho City.

Ex: The Asia Hotel

The Asia Hotel is centrally located in Cantho City, near the ferry to the Xom Chai Islet.

- The Hoa Binh Hotel
- The International Hotel
- The Ninh Kieu Hotel
- The Phuong Dong Hotel
- The SaigonCantho Hotel
- The Tay Do Hotel
- The Victoria Hotel

Identifying hotel types for the guest

(A hotel type) would be suitable for (someone).

Ex: A low-end hotel would be suitable for a group of students.

Selecting room types for the guest

(A room type) would be nice for (someone).

Ex: A twin room would be nice for Joan and Sue.

Taking hotel reservations

... would that be ...?

Ex: How many nights would that be for?

Expressions of reservations

What language does the receptionist use when he/she does these things?

Find out what type of room the guest needs?	
Find out when the guest wants the room?	
Find out how long the guest plans to stay?	
Offer a room?	
Say the room rate?	
Find out the guest's name, telephone number?	
Finish the conversation politely?	
Confirm the reservation?	

PRACTICE

Read the conversations. The parts are not in the right order.

1. Write G on the lines where the GUEST is speaking.
2. Write R on the lines where the RECEPTIONIST is speaking.
3. Number the brackets to show the correct order of the parts.
4. Act out the conversations with your partner.

CONVERSATION 1

_____ : The fifth of April. Would that be a single room, sir? (____)

_____:We can give you a no-smoking single room at \$150 including service and breakfast. Would that be suitable? (____)

_____:That's fine then Mr. Blane. I've made your reservation. (__)

_____:Hello, my name is John Blane. I'd like to reserve a room for the fifth of April, please. (____)

_____:Yes, a single room, for no-smokers if possible, one night only. (____)

_____:Yes, that sounds fine. (____)

CONVERSATION 2

_____:The name is King, Conrad King. (____)

_____:For next week, the fifth of September. (____)

_____:Em... two nights. (____)

_____:When would that be for, sir? (____)

_____:Well, that would be fine. (____)

_____:And the name is? (____)

_____:That would be OK. But how much is it? (____)

_____:And how many nights? (____)

_____:I'd like a room for myself, my wife and my young son, please. (____)

_____:Two nights. Let me see. There's no triple room available then, but I can give you a twin room and put an extra bed in it. (____)

_____:The rate would be \$90 a night for the room.

That doesn't include meals. (____)

_____:Very good Mr. King. We look forward to seeing you and your family on the fifth of September. (____)

2. Vocabulary

Hotel types

Match the names of hotel types with their definitions.

A commercial hotel An airport hotel A tourist hotel A motel

A middle-range hotel A guesthouse A low-end hotel A luxury hotel

Hotel types	Definitions
	The highest standard of hotel with very good services, facilities, decorations, friendly staff, and expensive.
	A hotel, which has the essential facilities and is cheaper than a luxury hotel.
	A hotel located at or near the airport for passengers of transit flights.
	A good hotel with modern facilities for business and good security for businessmen. It is usually in the business center.
	A hotel with a place for cars or motorcycles. It is located close to highways but doesn't have a lot of facilities.
	A private house often run by a family. It is small and usually has a few rooms. There is a very nice or cozy atmosphere there.
	A hotel where the tourists can stay on their holidays or trips with good entertainment. There are fewer facilities in a tourist hotel than a luxury hotel, but it has good value.
	A very cheap hotel with limited facilities

What kind of hotel would be suitable for the following people?

The guest	Hotel types
Mr. Brown, "I'm driving to San Francisco. I need somewhere to stay for the night?"	
Mrs. Houston, "I'm flying to Hong Kong early tomorrow morning."	
Mr. Rousseau, "I'm spending three nights in Arcadia. I want to stay in the best hotel in the city."	
Jack, "I haven't got much money, but I want to stay in the best hotel possible."	
Joan and Sue, "We are students so we aren't very rich. We need somewhere to stay during our trip."	
Mr. Kaplan, "I'm going for a week's holiday in the Mediterranean. I want a hotel with its own beach and plenty of entertainment."	
Miss. Hoa, "I'm here on business. I need a hotel in the commercial district of the city."	
The Johnsons, "We want to live in a house with a nice family atmosphere. However, we haven't got a lot of money."	

Room Types

Match the names of room types with their definitions.

Double room Twin room Four-bed room

Single room Triple room Quad Suite

Kinds of room	Definitions
	A room for one person with one bed
	A room for two persons with one big bed designed for two
	A room for two persons with two separate single beds
	A room for three persons with three beds
	A room for four persons with four beds
	A room for four persons with two double beds
	A series of connected rooms used as a unit

What kind of room would be suitable for the following people? There may be more than one type that suits their requirements.

The guest	Kinds of room
Mr. and Mrs. Johnson.	
The Smiths (the parents, one boy, and one girl)	
Hoa and Chi (the friends)	
Mr. Rousseau	
A group of three students	
A group of four people (the friends)	

Reservation documents

1. What documents does the receptionist need during reservation procedure?

the room chart

the reservation form

What are these documents for? Write a brief explanation for the purpose of the use of each item above.

The room chart: _____

The reservation form:

2. You'll hear a guest booking accommodation on the phone. Listen and note down his requirements on the room chart.

Room description	101 twin beds bath balcony	102 single bed shower	103 double bed shower	104 twin beds bath	105 double bed shower balcony
Room price	\$92	\$65	\$85	\$88	\$90
Sunday May 1					
Monday May 2					
Tuesday May 3					
Wednesday May 4					
Thursday May 5					
Friday May 6					
Saturday May 7					
Sunday May 8					

All prices include continental breakfast. For half board add \$20 per person. For full board add \$40 per person

3. Work with your partner using the role cards in order to take hotel reservations. Take turns to be a guest and a receptionist of the Continental Hotel.

SECTION 2: READING

1. Pre-reading

Discuss the following questions.

1. Why are guest reservations important to travellers and lodging establishments?

2. What does the hotel need to manage guest reservations?
3. How many types of reservation systems?
4. What are the sources of reservation?
5. Besides reservation systems, what does the hotel also need to do?

2. Reading

HOTEL RESERVATIONS

The importance of guest reservations to travelers and lodging establishments

Making reservations is necessity for travelers and an important marketing tool for lodging establishments. A reservation system must ensure efficient means of accessing, processing, and confirming information. Without an efficient reservation system, all aspects of managing a hotel will be negatively affected. This not only decreases the hope of repeat business, but also ensures that the dissatisfied customer will tell others of the negative experience.

The importance of a reservation system

A well-organized reservation system allows hotels to ensure a steady flow of guest into their properties. Hotel chains offer their members the ability to fill 30% or more of available rooms on a nightly basis. Independent hoteliers have the onerous responsibility of creating exciting marketing programs to capture room business. Easy access to a hotel's data bank of rooms helps to fulfill the customers' needs, as well as in reaching a targeted daily occupancy rate and average daily rate. A reservation system represents the primary means of producing positive cash flow and favorable income statement.

Types of reservation systems

The franchisee is a hotel owner who has access to a national reservation system and receives the benefits of the corporation's management expertise, financial backing, national advertising, and group purchasing. A franchise member of a reservation system or a member of a referral system gains significant advantages from combined efforts of interhotel property referrals, a system of one member-property recommending another member-property to a guest, and national advertising.

A referral member of a reservation referral system is a hotel developer/owner who has access to the national reservation system. Hotels that are members of the reservation system are more than able to justify these costs: for example, a chain property may obtain 15 – 30% of its daily room rentals from the national reservation system. This depends on local economic and market conditions. Compared to the costs incurred by an independent property that must generate every single room sale with individual marketing and sale efforts, franchise referral costs seems minimal.

Sources of reservations

Corporate clients

Group travelers

Pleasure travelers

Current guests

Besides, hotels also need to forecast reservations, manage the overbooking, and process guest reservations.

Major Reservation Systems

Hotel	Reservation system
Holiday Inn	Holidex 2000
Choice Hotels International	Choice 2001
Intercontinental Hotels	Global II
Hospitality International	Reservahost
Marriott International	MARSHA III
Travelodge	Fortress II

Generally, reservations ensure that corporate, group, and pleasure travelers will have accommodations at their destination and provide the hotel with a steady flow of business. Determining the sources of these reservations assists the front office manager in developing procedures to satisfy the needs of the guest. The traveler can use various means to make reservations, such as toll-free telephone numbers, fax numbers, and the Internet. The room forecast is used to communicate occupancy status to other departments in the hotel. Overbooking, used to balance no-shows and understays, can be carefully structured using the occupancy management formula. Computerized reservations systems also help FO managers to manage guest information database, dates of arrival, length of stay, etc. confirmed and guaranteed reservations assure the guest of accommodations on arrival, with various degrees of assurance based on time of arrival and willingness to prepay. These levels of assurance also affect the financial success of the hotel. Some lodging properties continue to process reservations using traditional, non-computerized system. All elements combine to provide means of access for the guest and a technique for marketing rooms for the hotel. The front office manager is responsible for providing this service to the guest.

From Hotel Front Office Management (1996)

Decide whether the following statements True or False..

1. Making reservations is one of the ways to market the hotel industry.
2. A reservation system is used to affect negatively all aspects of managing a hotel.
3. An efficient reservation system will enhance business and ensure to satisfy the guest.
4. A well-organized reservation system helps to obtain higher room rate and increase the income.
5. Reservation sources are various, from corporate clients to current guests.

3. Vocabulary

Match the different types of guests to their definitions.

Corporate clients Current guests Group travelers

Guests with confirmed reservations Guests with Guaranteed reservations

Pleasure travelers Stayovers Understays Walk-in guests

The Guest	Definitions
	Guests without reservations, a welcome sector of the hotel market, usually increasing in heavy

	tourist seasons, special tourist events, conventions, and the like.
	Guests who arrive on time but decide to leave before their predicted date of departure.
	Currently registered guests who wish to extend their stay beyond the time for which they made reservations.
	Prospective guests who have made a contract with the hotel for a guest room, represent a less volatile group because the guest provides a credit card number to hold a room reservation.
	Prospective guests who have a reservation for accommodations that is honored until specified time, represent the critical element in no-shows. After that time, the hotel is under no obligation to hold a reservation.
	Guests who are registered in the hotel.
	Guests who travel alone or with others to visit points of interests or relatives, or for other personal reasons. These travelers, who are often unrestricted by deadlines or schedules, are more flexible in their travel plans.
	Guests who are traveling as a group either for business or for pleasure. Convention guests and seminar attendees are examples of groups that travel on business. Participants in organized tours tend to pursue recreation, education, and hobbies, and special interests constitute some of the pleasure segment.
	Guests who are employed by a business or are guests of that business.

SECTION 3: DO YOU REMEMBER?

1. What are the documents used in taking reservations?

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.....

.....

1. In order to ask questions politely, what structures does the receptionist usually use?

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1. Explain the important role of making reservations in the hotel management.

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1. Jot down different types of guests contributing to ensure the stable flow of guest into lodging establishments.

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HOTEL CHECK-IN

HOTEL CHECK-IN

SECTION 1: LANGUAGE FOCUS

1. Structure

Making polite requests or suggestions to the guest

If you'd (just) like ...

If I could just ask you to...

Note

The if-clause can stand on its own:

Ex: If you'd like to fill in this form.

(This is enough as a request)

But it can also be followed by a clause with WILL:

Ex: If you'd like to fill in this form, I'll give you the key.

Responding to requests by guests

Yes, of course.

Yes indeed.

Certainly.

No problem.

Expressions of check-in

- Phrases when the guest checks in

What was the name, please?

Ah, yes...

One moment, please.

Just a moment, please.

Just a moment till I find it.

Here we are.

I've got it here.

That's fine.

I've put you in Room (234).

It's on the (2nd) floor.

The porter will take you up to your room.

I'll get the porter to take your luggage up for you.

- Questions to help to fill in the forms

Can I have your...?

How do you spell that?

And your ...?

Can you tell me your...?

Where are you going after this?

How are you going to pay?

- Some headings on the check-in forms

Surname

Family name

First name (Forenames, surnames)

Occupation

Nationality

Place of birth

Next destination

Method of payment

Occupants (of a room)

PRACTICE

1. Here are some inquiries and answers you could hear at the time of check-in.

Match the parts of the receptionist's answers.

Match the answers of the receptionist with the inquiries of the guest.

The first one is done for you.

RECEPTIONIST

FIXME: A LIST CAN NOT BE A TABLE ENTRY. Certainly. If you'd like to give me your passport,... Yes. If

FIXME: A LIST CAN NOT BE A TABLE ENTRY. you can get a

you'd like to fill in this card,...No problem. If you'd like to hang a "DO NOT DISTURB" card on your door handle,...Yes indeed. If you'd like to go to the coffee shop,...Yes. If you'd like to fill in a request to room service,...Yes, of course. If you'd like to follow the porter,...Certainly. If you'd like to write the time on this slip,...Yes. If you'd like to look at this leaflet,...

light meal.he'll take you up.I can fill in some of the details.she won't knock on your door.it will tell you all about our services.I'll give you the key to the room.they can serve your breakfast in your room at any time.the Duty Receptionist will give you a call.

A...cc...B.....C.....D.....

E.....F.....G.....H.....

GUEST

1. Can I go up to the room now?
2. Can I check in now?
3. Can you give me information about hotel services?.....
4. Can you give me a wake-up call in the morning?
5. Can I get a snack before I go up to the room?
6. Can you fill in the registration form for me? I have to make a phone call.....A cc.....
7. Can you tell the room maid not to clean the room in the morning? I want to sleep late.....
8. Can I get an early breakfast? I have to catch a plane at 6.30.....

2. Read the conversations. The parts are not in the correct order.

1. Which parts are spoken by the guest? Mark the parts with a "G".
2. Which parts are spoken by the receptionist? Mark the parts with an "R".

3. Write numbers on the lines.
4. Then act out the conversations with a partner.

CONVERSATION 1

_____ : That's fine. Here's the key – room 207, on the second floor. If you would

just fill in this form, the porter will take your luggage up to the room.

(__)

_____ : Good morning madam. May I help you? (__)

_____ : Yes. I'd like to check in. (__)

_____ : Yes, I made a reservation by telephone. The name is Lepage –
Lilianne

Lepage. I made a reservation for myself and my sister. (__)

_____ : That's right. (__)

_____ : Ah yes. One moment. I've got it here. Lepage. A twin room.
(__)

_____ : Do you have a reservation? (__)

CONVERSATION 2

_____ : Er... the name is Schultz. I have a reservation. (__)

_____ : Yes, a single room, with bathroom. (__)

_____ : Yes of course. I'll get the porters to take it up for you. (__)

_____ : Right. Just a moment till I find it. Yes... here we are... Mr.
Schultz,

single room. (____)

_____: O.K. now, we've put you in Room 403, which is on the fourth floor,

overlooking the hotel gardens. The rate is \$100. (____)

_____: Can I help you sir? (____)

_____: Well, that sounds fine. (____)

_____: O.K. I'll do that. By the way, I've got some heavy luggage in the car.

Can you get someone to help me with it? (____)

_____: Good. And before you go up, if I could ask you to fill in the registration

card. (____)

3. Work in pairs. Take turn to be the receptionist and the guest. Ask for and give personal information for the registration card.

SECTION 2: READING

1. Pre-reading

Discuss the following questions.

1. When does the check-in take place?
2. What is the role of the check-in in the hotel business?
3. What is the important information needed in the check-in?
4. What departments in the hotel are needed to cooperate with the front office?

5. What is the most important factor to make the check-in service impressive to the guest?

2. Reading:

GUEST REGISTRATION

One of the first opportunities for face-to-face contact with a hotel occurs when the guest registers. At this time, all the marketing efforts and computerized reservation systems should come together. Will the guest receive what has been advertised and promised? The front desk clerk who is well trained in the registration process must be able to portray the hotel in a positive manner. This good first impression will help ensure an enjoyable visit.

The first step in the guest registration process begins with capturing guest data such as name, address, zip code, length of stay, company affiliation, etc., which are needed during his or her stay and after departure. Various departments in the hotel require this information to provide service to the guest. The registration process continues with the extension of credit, room selection, room rate application, opportunity to sell hotel services, room key assignment, and folio processing. Continually efficient performance of the registration process is essential to ensuring hospitality for all guests and profitability for the hotel.

Lisa Rickman is front office manager of the Westin Crown Center, Kansas City, Missouri. She has held the positions as front office agent, night auditor, night supervisor, relief night manager, night manager, and assistant day manager. Ms. Rickman says that the first contact any guest receives is very critical to their overall stay. If a guest receives a warm reception from the beginning experience on the front desk, followed by a smooth and friendly check-in, more than likely the overall stay will be memorable and pleasant. The result of this encounter will be positive, free publicity from this guest and a loyal repeat customer.

She states that employee training in conflict resolution and customer service is important to ensure that the first guest contact experience is positive.

Feedback from guests is also an important part of providing quality guest services. Corporate guest surveys can yield information on specific areas as well as overall stay satisfaction. In-house guest surveys provide more immediate feedback from guests and highlight areas for improvement. Telephone surveys are used to provide information on guest satisfaction.

Ms. Rickman feels that customer service issues are very critical to the overall business. Each person who checks in will tell two people who will also tell two people. One of the most important elements of a guest's stay is the service received in the first ten minutes of arrival.

(from Hotel Front Office Management)

1. Decide whether the following statements true or false.

1. When the guest registers, only the front office deals with the registration process.
2. The staff at the reception needs good training to offer impressive services at the first meeting.
3. All the guest data was already recorded when the guest made the reservation.
4. The hospitality for all guests and profitability for the hotel are guaranteed with the efficient registration process.
5. The hotel needs to make surveys to get the feedback from the guests to ensure quality guest services.

2. Number the following steps in the correct order.

Guest registration procedures

- Front desk clerk assigns room rate.
- Front desk clerk discusses sales opportunities for hotel products

and services with guest.

- Front desk clerk makes room selection.
- Front desk clerk processes folio.
- Front desk clerk provides room key.

- Front desk clerk inquires about guest reservation.
- Front desk clerk makes room assignment.
- Front desk clerk projects hospitality toward the guest.
- Front desk clerk reviews completeness of registration card.
- Front desk clerk verifies credit.
- Guest completes registration card.
- Guest requests to check into the hotel.

SECTION 3: DO YOU REMEMBER?

1. What do you need when the guest asks for the check-in?

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1. Why is the registration process so important?

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1. What are the steps in the registration procedures?

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1. Who involves in the registration process?

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1. After the guest checks in, does the front desk office complete his/her duties?

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HOTEL CHECKOUT

HOTEL CHECKOUT

SECTION 1: LANGUAGE FOCUS

1. Structures

Dealing with the checkout

Politely expressing requests

Would you...please?

Ex: Would you sign here please?

Expressions to learn

How are you paying?

Service and tax are included.

Would you sign here, please?

Your signature here, please.

Here's your receipt.

Do you have some form of identification?

Don't worry sir. I'll stamp it.

PRACTICE

1. Read the conversation at the cashier's office. The parts are not in the correct order.

Which parts are spoken by the guest? Mark the parts with a "G".

Which parts are spoken by the cashier? Mark the parts with an "C".

Write numbers on the lines.

Then act out the conversation with a partner.

_____:Ah, so service is included. Don't you go in for tipping then in Finland?

_____:Certainly sir. It's Mr. Arkwright isn't it?

_____:Certainly sir. May I have the card please?

_____:Good morning sir. Can I help you?

_____:Here you are.

_____:I'd like to settle my bill.

_____:Just a moment sir... Here we are. Four nights at 93 marks, and here are the meals that you had at the hotel. That makes a total of 665 marks.

_____:Not very much sir.

_____:Right. Now can I pay by Eurocard?

_____:That's right. I'm leaving today, so I'd like to have my bill.

_____:That's the twelve and a half per cent service charge.

_____:Um- what's is this amount here?

_____:Would you sign here please?

2. Listen to the tape and tick the table with details of the bill.

St. James Hotel			
BILL RECORD CARD			
Bill No.	692	Name of guest	Adams
Cash		Service incl.	
Credit card		VAT	
Cheques		Receipt	
Bankers card		Cashier	PMS

Dealing with the bill payment

- Explaining the bill: (Item number...) is (money) for ...

Ex: Item six is 15 marks for the garage.

- Expressions to learn

The first number is your room number 222

That comes to 258 marks altogether.

The second entry here is the restaurant.

Item 9 is a mistake.

I'm afraid I can't make it any less for you.

PRACTICE

1. Listen to the tape and answer these questions.

How many items are there in the bill?

How many are the mistakes and corrected?

Is the receptionist helpful? Does she explain the bill clearly?

The bill of Mr. Robert Colyer.

	Name	ROBERT COLYER					
	Hometown	Edinburgh					
	Room number	222					
	No. of persons	1					
	Price	140					
	Date	26.6					
	1						
1		555526	N0	000222	:	:	ROOM NUMBER
2			A	003300	:	RAV	RESTAURANT STEAK HOUSE
3			A7	002200	:	PUH	TELEPHONE
4		555526	US	005300	:	:	
5			B	001500	DEB	:	
6			B	003476	:	HOTPALV	GARAGE
7			B9	010276	:	RAV	RESTAURANT MAIN LUNCH
8		559526	US	010726	:	:	
9			B	014000	DEB	:	A MISTAKE
10			B	024726	:	HUON	ROOM RATE
11		562526	US	024726	:	:	

12		B	010726	DEB	:	
13		B	010276	KRED	:	MISTAKE CORRECTED
14		B	024276	DEB	:	
15	565526	US	024276	:	:	
16		A	021200	DEB	:	CORRECTED TOTAL
17		A5	000400	:	RAV	BREAKFAST
18		A	025876	:	PORT	RECEPTIION PAPERS
19	No. 004774	568527	US	:	:	TOTAL
20						
21						

2. Look at the sample bill and take turns to practice to explain it with your partner.

The sample Bill

Name	BERNARD LEGROS
Hometown	Paris, France
Room number	365
No. of persons	1
Price	135:-
Date	3.4.98

1		989≥-3	N0	000356	:	:
2			B	001240	:	PUH
3			B	002000	:	HOTPALV

4		989≥-3	US	003240	:	:
5			B	003420	DEB	:
6			B	013500	:	HUON
7		990≥-3	US	016920	:	:
8			B	016920	DEB	:
9			B	003420	KRED	:
10			B	003240	DEB	:
11		991≥-3	US	016740	:	:
12			B	016740	DEB	:
13			B	001240	KORJ	:
14			B	001240	:	RAV
15		992≥-3	US	016740	:	:
16			A	016740	DEB	:
17			A	001500	:	RAV
18		994≥-4	US	018240	:	:
19	No. 004841					
20						
21						

SECTION 2: READING

1. Pre-reading

Discuss the following questions.

1. When the guest checks out, what happens if the communication breaks down?
2. Who involves in the checkout process?
3. What should the receptionist be like when dealing with the checkout?

2. Reading:

GUEST CHECKOUT

Guest checkout can indeed be a time of confusion, short tempers, and long lines, a test of the patience of both the guest and cashier. Think of the last time you checked out of a hotel. How did it go? Was the cashier courteous and hospitable? If not, were you angry because of his or her indifference? Always remember what it is like to be a guest. It will serve you well throughout your career in the hospitality industry. The checkout process is not a difficult procedure to understand and to implement; however, it does require planning in order to organize the details of this part of the guest's stay.

Richard Shulkey is front office manager at the Hotel Plaza Pontchartrain in Detroit, Michigan. He states that if communication breaks down, it can affect the guest and the hotel financially. He feels everyone needs to be proactive, anticipating that there will be guests who are using cash instead of credit cards. He says they try to see that a list of cash payers are given to the respective cashiers in the morning or just before special functions. This is important because cash customers have not established credit. He concludes by saying that if his staff anticipates the guest's needs and potential charges, and updates the guest's bill immediately, it improves the guest's satisfaction.

He describes the importance of communication in billing the guests who attend a jazz concert held every year. This concert is not linked to their computer guest accounting system, so communication between the front desk and the cashiers is crucial. Otherwise they could lose hundreds of dollars per guest. He says before the event they provide the cashiers with each person's credit record. They also make it easy for the guest to establish credit at the event; this information needs to be transferred to the front desk. The credit information is held in confidence and is updated periodically. He says that the front desk and the various cashiers' stations flag the files of guests who are running out of credit and check to see if a guest is having problems with the hotel credit procedures.

Generally, it is important to communicate late charges to the front office and notify various point-of-sale areas about checkouts. It is also vital to communicate among the housekeeping department, the food and beverage department, and the front office to strengthen service and to ensure the profitable lodging property. The guest history, from which guest data are grouped and analyzed, was presented as an essential source of marketing feedback.

From Hotel Front Office Management (1996)

1. Decide whether the following statement true or false.

1. It is the time the receptionist easily goes through.
2. If the guest has queries about the payment, the communication will break down.
3. Richard Shulkey gives the example to describe the broken down communication.
4. Like the check-in, the checkout needs the cooperation among different departments.

2. Number the following steps in the correct order.

Guest checkout procedures

- Folio and related documents are filed for the night audit.
- Front desk clerk retrieves folio.
- Front desk clerk communicates guest departure to housekeeping

and other departments in the hotel.

- Front desk clerk inquires about additional reservations.
- Front desk clerk inquires about quality of products and services.
- Front desk clerk reviews folio for completeness.
- Guest requests checkout.
- Guest returns key to front desk clerk.
- Guest reviews charges and payments.
- Method of payment is determined.
- Payment is made.
- The room rack slip and information rack slip are removed.

Handling Complaints

Handling Complaints

SECTION 1: LANGUAGE FOCUS

1. Structures

Dealing with problems

1. As a receptionist, it may not be your job to help guests personally with their needs, but you can organize things that should have been done for them.

Ex:Guest:My room hasn't been cleaned.

Receptionist:The maids should have cleaned it.

Or It should have been cleaned.

1. After saying that something should have been done, you need to tell the guest that you will deal with the problem.

Ex:Guest:Our room hasn't been cleaned.

Receptionist:It should have been cleaned. I'll contact Housekeeping straight away.

1. You should say sorry if it is the fault of the hotel and say something polite if the fault is the guest's.

Ex:Guest:The sheets are dirty. They need replacing.

Receptionist:I am very sorry sir. They should have replaced. I'll contact Housekeeping straight away.

Ex:Guest:I'm afraid I've knocked the vase down.

Receptionist: It's all right. I'll send someone up to clear up the pieces and bring another one for you.

Apologizing

1. I'm _____ (for a small problem; for example, if there is no tray on the table).
2. I'm _____ sorry /I'm very sorry (for more serious problem; for example, if some food is not fresh).
3. I'm _____ sorry (for a really serious problem; for example, if the waiter has spilt some food on a customer's clothing).

Asking about problems

1. What seems to be the _____, sir/madam? (formal)
2. _____'s the problem, sir/madam?
3. Is _____ a problem, sir/madam?

Maintaining the customer's confidence

1. I'll/we'll (try to) make _____ you enjoy your meal.
2. I think (hope) you'll _____ your stay.

Promising an action.

I'll bring one up for you.

I'll bring some up for you.

I'll send someone up to it at once/ right away/ immediately.

I'll have it

I'll change it _____ you immediately.

I'll _____ the Head Waiter about that.

Would you like to _____ something else?

We'll be _____ to pay the cleaning bill.

_____ I have the chef heat this up for you?

Attracting a customer's attention

_____ me, sir/madam.

Polite refusals

I'm _____ (= I regret) that won't be _____.

Expressing sympathy

I _____ how you feel, sir/madam.

Explaining regulations with have to and may not

Gentlemen _____ wear jacket and ties.

Ladies _____ not wear casual trouser.

Suggesting other courses of action

_____ you _____ like to borrow a tie?

Perhaps you _____ leave your dog in your car?

We _____ lend you a jacket.

Insisting about regulations

We have to _____ the regulations.

How to say when that is the guest's fault

Some things aren't the faults of the hotel. However, it is very important to deal with the guest's faults politely and reasonably. No guests are pleased with talking about their faults.

Ex:Guest:I am afraid I've knocked over a plate of food.

Receptionist:It's all right. I'll clean everything up.

2. Vocabulary

Some mistakes of the guest

- Knock over a plate of food

a vase of flowers

- Break a glass
- Spill some face powder on the floor

some milk on the carpet

- Pull the curtain down

an electric wire out of the plug

a towel rail out of the wall

- Drop the breakfast tray on the floor
- Tear the sheets
- Children draw a picture on the wall

What a room maid can do

FIXME: A LIST CAN NOT BE A TABLE ENTRY. Clean everything up
Bring another one
Use the vacuum cleaner on it
Wipe it off
Bring a new one
Put it up again

FIXME: A LIST CAN NOT BE A TABLE ENTRY.
Replace it
Clear everything up
Change it
Mop it
Clear up the pieces
Screw it back

Verbs of cleaning and housekeeping

FIXME: A LIST CAN NOT BE A TABLE ENTRY. BrushClean up (dirt, liquid)Clear up (object, pieces)DustEmptyFillScrew it back

FIXME: A LIST CAN NOT BE A TABLE ENTRY. Mop upRefillReplaceVacuumWater (a plant)WipeWipe off (a mark)

Expressions of errors and damage

FIXME: A LIST CAN NOT BE A TABLE ENTRY.
BrokenCrackedDirtyDustyEmptyFull
of

FIXME: A LIST CAN NOT BE A TABLE ENTRY.
GreasyMissingNot
workingOut of orderTorn

PRACTICE

Hotel Problems

1. Problems in hotel reservations

Situation: However, the receptionist, who took his/her reservation, noted a wrong spelling of his/her name in the record, so the room is occupied now by another person. In groups, discuss the solution and suggest what to say to him/her.

1. Problems in check-in

Situation 1: A group of guests come in at the same time, and they are all very tired of a long journey. Everyone in the group all want to check in first. In groups, discuss the solution to deal with the situation.

Situation 2: A guest walks in and says he/she has no reservation. He/She really wants a room for two nights, but the hotel is full. In groups, discuss the solution to deal with walk-in guests and offer help if possible to make the good impression about the hotel.

1. Problems during the guest's staying

Listen and fill in the gaps in the complaints. Then, look at the tapescript and practise with your partners. Observe how the employees in the hotel deal with the complaints.

1. My room _____ hasn't been _____ since the last guest. The carpet's _____, the bed's _____ and the bathroom_____ touched.
2. Our room isn't ready for us. _____ no towels, _____, or toilet paper in the _____.
3. Can you do something about the _____ in my room? It's only running _____. And the _____ in my bedside lamp _____.
4. The _____ in 302 next door to me is _____. I _____
5. Problems in hotel check-out

Speaking

Situation 1: A guest is checking out, but the housekeeping announces not to find the remote control. In groups, discuss the solution and suggest what to say to him/her.

Situation 2: A guest has just finished his/her check-out. S/He is going to the airport to fly back home. In groups, discuss what to do while s/he is waiting for his/her taxi.

Listening

Listen and tick which expressions are in the conversation.

- I hope you enjoyed your stay.
- We did very much thank you.
- We're flying totoday.
- We're going to see.....
- This looks like your taxi.
- I hope we'll see you again.
- Have a pleasant trip.
- Safe journey.
- Problems in payment

Listening

Listen to the tape and tick the table with details of the bill.

St. James Hotel			
BILL RECORD CARD			
Bill No.	692	Name of guest	Adams
Cash		Service incl.	
Credit card		VAT	
Cheques		Receipt	

Bankers card

Cashier

PMS

Listen to the tape again and tick which expressions are in the conversation.

- How are you paying?
- Service and tax are included.
- Would you sign here, please?
- Your signature here, please.
- Here's your receipt.
- Do you have some form of identification?
- Don't worry sir. I'll stamp it.

Speaking

Work with your partner using the role cards in order to deal with a guest's payment queries

Restaurant Problems

Work with a partner. Take turns to be A (a waiter/waitress) and B (a customer). Use the table below to act out the situations.

A. waiter/waitress

Attracts customer's attention, if necessary
Excuse me, sir/ madam

4 Apologizes

I'm (very) sorry, (sir/madam).

Explains regulation

(As in Exercise 7a)

Makes a helpful suggestion, if possible

(As in Exercise 7B)



B. Customer

Agrees

OK! Fine ! / Oh, all right! / Right!

Thanks

Thank you very much, sir/madam

OR

Disagrees

I think that's a bit unreasonable.

Why?

Oh, I think that's nonsense.

Insists politely

I'm very sorry, sir/ madam, but we have to observe the regulations. I'm sure you understand.

Section 3:DO YOU REMEMBER?

What may you say when you want to:

Ask about problems?

Make excuses?

Maintain the customer's confidence?

Offer action?

Attract a customer's attention?

Make polite refusals?

Express sympathy?

Explain regulations?

Suggest other courses of action?

Insist about regulations?

FURTHER READING

SOURCE: Vietnam Tourism Administration Website

(<http://www.vietnamtourism.com>)

[missing_resource: graphics2.wmf]

Situated in the North-East region of Vietnam, Halong Bay is a bay in the Gulf of Tonkin comprised of regions of Halong City, the township of Cam Pha, and a part of the island district of Van Don. Halong Bay borders Cat Ba Island in the southwest, the East Sea in the east, and the mainland, creating a 120 km coastline.

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Halong Bay is made up of 1,969 islands of various sizes, 989 of which have been given names. There are two kinds of islands, limestone and schist, which are concentrated in two main zones: the southeast (belonging to Bai Tu Long Bay), and the southwest (belonging to Halong Bay). This densely

concentrated zone of stone islands, world famous for its spectacular scenery of grottoes and caves, forms the central zone of Halong Bay, which has been named a UNESCO World Heritage Site.

The bay itself has an area of 43,400 ha, consists of 775 islands, and forms a triangle with the island of Dau Go (Driftwood Grotto) to the west, the lake of Ba Ham (Three Shelter Lake) to the south, and the island of Cong Tay to the east.

Viewed from above, Halong Bay resembles a geographic work of art. While exploring the bay, you feel lost in a legendary world of stone islands. There is Man's Head Island, which resembles a man standing and looking towards the mainland. Dragon Island looks like a dragon hovering above the turquoise water. La Vong Island resembles an old man fishing. There are also the islands of the Sail, the Pair of Roosters, and the Incense Burner, which all astonishingly resemble their namesakes. The forms of the islands change depending on the angle of the light and from where the islands are viewed. At the core of the islands, there are wonderful caves and grottoes, such as Thien Cung (Heavenly Residence Grotto), Dau Go (Driftwood Grotto), Sung Sot (Surprise Grotto), and Tam Cung (Three Palace Grotto).

Halong Bay has many links to the history of Vietnam. For example, there are such famous geographical sites as Van Don (site of an ancient commercial port), Poem Mountain (with engravings of many poems about emperors and other famous historical figures), and Bach Dang River (the location of two fierce naval battles fought against foreign aggressors).

It has been proven by scientists that Halong was one of the first cradles of human existence in the area at such archeological sites as Dong Mang, Xich Tho, Soi Nhu, and Thoi Gieng. It is also a region of highly concentrated biological diversity with many ecosystems of salt water-flooded forests, coral reefs, and tropical forests featuring thousands of species of animal and plant life.

With all this in mind, the 18th meeting of the Committee of the World Heritages of UNESCO (in Thailand on December 17th, 1994), officially recognized Halong Bay as a natural heritage site of worldwide importance.

I. Grottoes

Dau Go (Driftwood) Grotto

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Dau Go Grotto is found on Driftwood Island, formerly known as Canh Doc Island. The name Driftwood Grotto comes from the popular story of the resistance war against the Nguyen Mong aggressors. In a decisive battle, Tran Hung Dao was given an order to prepare many ironwood stakes to be planted on the riverbed of the Bach Dang River. The remaining wooden pieces were found in the grotto and, as a result, the grotto was given its present name. The entrance is reached via 90 steps up the island. The grotto is divided into three main parts. In the first chamber, many forms can be seen in the rock, depending on the imagination of the observer. In the middle of the chamber, on the top of the pillar, there appears to be a monk draped in a long, dark cloak, with his right hand clasping a cane. Moving into the second chamber, visitors pass through a narrow "door", naturally formed through erosion. The light here is mysterious, and new images appear in the stone. At the end of the grotto is a well of clear water surrounded by four ancient walls.

In this grotto, there remains an engraved stone stele singing the praises of Halong Bay ordered by Emperor Khai Dinh when he came to visit the grotto in 1917. Dau Go is 40 minutes from Bai Chay. Admission is 15,000 VND per person, 5,000 VND for children under 15, and children under 6 are free.

Note: the admission here is for one tour of Dau Go cave, Thien Cung grotto and another. If visitors want to go on an additional tour (tour 2), it costs 15,000 VND extra.

Trinh Nu (Virgin) Grotto-Trong (Male) Grotto

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The Virgin Grotto is situated in the island range of Bo Hon, in the system comprised of the Surprise Grotto, Dong Tien Lake, and Luon Grotto. The grotto is 15 km south of Bai Chay Beach. For some fishermen, the Virgin Grotto is home, while for young lovers it is a popular romantic rendezvous site.

According to legend, there once was a beautiful fisherman's daughter, whose family was so poor that they were in service of the rich administrator of the fishing zone, who forced the family to give him their daughter as a concubine. However, the fisherman's daughter already had a lover and refused to marry the administrator. The administrator got angry and exiled her to a wild island where she suffered from hunger and exhaustion. One frightful night she turned to stone. On this same night, her lover, knowing of her danger, rowed his boat in search of her. However, a tempest destroyed his boat, and he floated to a nearby island. In a flash of lightening, he saw his lover in the distance, but his calls were driven away by the wind. In his final exhaustion, he also turned to stone (today's Male Grotto).

When visiting the Virgin Grotto, you can still see the petrified girl with her long hair hanging down and eyes looking towards the mainland. Opposite the Virgin Grotto, the Male Grotto is still home to the lover whose his face is turned towards his mate. At times, his passionate calls and blows against the walls of the grotto can still be heard.

Thien Cung (Heavenly Palace) Grotto

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This recently discovered grotto is one of the most beautiful in Halong Bay. Thien Cung is situated on the southwest side of the bay, 4 km from the wharf outside of Halong City. It is located in a small range of islands that resemble a throne embracing two superb grottoes at its core. The way to Thien Cung is perilous, covered on both sides by thick forest. After

entering a narrow gate, the magnificent, 130 m long grotto opens up.

According to legend, a beautiful young lady named May (cloud) caught the eye of the Dragon Prince and he fell in love with her. They were betrothed and got married in the very center of the grotto. All of the scenes of their wedding, which lasted for seven days and seven nights, have been seemingly fossilized in the grotto.

In the center, there are four large pillars supporting the "roof of heaven". From the base to the top, many strange images seem to exist in the stone, including birds, fish, flowers and even scenes of human life. On the north wall of the grotto, a group of fairies seems to be singing and dancing in honor of the wedding. Under the immeasurably high roof, stalactites form a natural stone curtain. There is also the sound of a beating drum made by the wind blowing through the stone.

In the last chamber of the grotto, a natural gushing stream of water bubbles throughout the year. Here there are three small ponds of clear water. One path meanders out of the grotto.

Quang Hanh Grotto

Located 9 km west of Cam Pha, Quang Hanh Grotto is the longest grotto in Halong Bay. It is 1,300 m long, and stretches throughout the stone mountain of Quang Hanh. The French named it "Le Tunnel," or Tunnel Grotto.

Quang Hanh Grotto is accessible by either boat or car, but the entrance only appears when the tide is out. Ba Co Shrine (shrine of three girls) is in the grotto beside a smooth stone block. Legend tells that three girls, who were once journeying on the sea, came to the grotto to take shelter from the rain. They were so engrossed with the beauty of the grotto, that they did not notice the rising tide. They drowned, only to become water goddesses.

Quang Hanh Grotto is extremely beautiful. A small boat will take you through the stone passageway by flashlight, casting magical colors on the hanging stalactites.

II. Islands

Bai Tho Mountain (Poem Mountain)

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Bai Tho Mountain is 106 m high. It runs along the coast, half on land and half in the sea. Sailing in the bay, one or two hundred meters from the mountain, one can see a poem carved on a flat stone cliff.

In 1468, Emperor Le Thanh Tong, who was also a poet, made an inspection tour of the North-East region. He stopped at the foot of the mountain, and inspired by the magnificent beauty of his surroundings, he wrote a poem. Later, he had the poem engraved on the wall of the mountain. It is very interesting to climb the mountain and enjoy the panoramic view of the bay.

Tuan Chau Islet

Situated 3 km west of Dao Go Islet, Tuan Chau Islet has an area of 300 ha. On the islet, there is a very simple bamboo house built by the inhabitants of Quang Ninh for Uncle Ho to rest after visiting Halong Bay. The house is now carefully preserved by the locals.

III. Beaches

Bai Chay

Bai Chay is a resort located along the coast of Halong Bay. This is a windward ocean resort which has a year round average temperature of 20oC (68oF).

Bai Chay is a low gently sloping range of hills that runs along the sea for more than 2 km. Blended in among the pine trees are large hotels and small villas with distinguished architectural styles. Traveling down the asphalt road along the coast, visitors see long white stretches of sand and green rows of Casuarina trees, tucked under which are small family-run restaurants. After swimming at the beach, tourists can enjoy cold drinks and cool off in the breeze that sweeps in from the sea.

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Hue was once the capital of the country during both the Tay Son and Nguyen dynasties. Throughout the centuries, Hue has become a large complex of architectural relics and picturesque elegance. UNESCO recognized Hue as a World Heritage site.



I. Royal Citadel

The Royal Citadel is located on the banks of the Perfume River. The construction of the square citadel, which was exclusively made from bricks, started in 1805. The wall is 6 m high, 20 m thick and surrounded by a moat.

The citadel has ten gates: Nha Do, Sap, Ngan, Thuong Tu, Dong Ba, Ke Trai, Hau, An Hoa, Chanh Tay, and Huu.



II. Imperial Enclosure



The Imperial Enclosure is located in the center of the citadel. It mainly consists of the Noon Gate, Great Rites Courtyard, Thai Hoa Palace, Dai Cung (Great Court) Gate, Thuong Uyen (Royal) Garden, Trieu Temple, Thai Temple, Hien Lam Pavilion, Hung Temple, and Phung Tien Temple.

III. Forbidden Citadel

Constructed in 1804, early in the reign of Emperor Gia Long , it was first called Cung Thanh, City of Residences, and later renamed Forbidden Purple City by Emperor Minh Mang in 1822. It is connected with the Imperial Enclosure by seven gates.

Some of the architectural constructions found in the Forbidden Purple City include the Can Chanh Palace, Ta Huu Vu (Left and Right Houses), Can Thanh Palace, Khon Thai Residence, Kien Trung Palace, Royal Library, and Royal Theater.

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The ancient town of Hoi An, 30 km south of Danang, lies on the banks of the Thu Bon River. Occupied by early western traders, Hoi An was one of the major trading centers of Southeast Asia in the 16th century.

Hoi An has a distinct Chinese atmosphere with low, tile-roofed houses and narrow streets; the original structure of some of these streets still remains almost intact. All the houses were made of rare wood, decorated with

lacquered boards and panels engraved with Chinese characters. Pillars were also carved with ornamental designs.

Tourists can visit the relics of the Sa Huynh and Cham cultures. They can also enjoy the beautiful scenery of the romantic Hoi An River, Cua Dai Beach, and Cham Island.

Over the last few years, Hoi An has become a very popular tourist destination in Vietnam.

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My Son, located 69 km southwest of Danang, was an imperial city during the Cham dynasty, between the 4th and 12th centuries. My Son Sanctuary is a large complex of religious relics that comprises more than 70 architectural works. They include temples and towers that connect to each other with complicated red brick designs. The main component of the Cham architectural design is the tower, built to reflect the divinity of the king.



According to records on the stone stele, the prime foundation of the ancient My Son architectural complex was a wooden temple to worship the Siva Bhadresvera genie. In the late 16th century, a big fire destroyed the temple.

Step by step, historical mysteries were unveiled by scientists. Through stone stele and royal dynasties, they proved My Son to be the most important Holy Land of the Cham people from the late 4th to the 15th centuries. For many centuries, the Cham built Lip, a mutually linked architectural complex, with baked bricks and sandstone. The main temple worships the Linga-Yoni, who represents the capability of invention. Beside

the main tower (Kalan) are several sub-towers worshipping Genies or deceased kings. Although time and the wars have destroyed some towers, the remaining sculptural and architectural remnants still reflect the style and history of the art of the Cham people. Their masterpieces mark a glorious time for the architecture and culture of the Cham, as well as of Southeast Asia.

Each historical period has its own identity, so that each temple worshipping a genie or a king of a different dynasty has its own architectural style full of different impression. All of the Cham towers were built on a quadrate foundations and each comprises three parts: a solid tower base, representing the world of human beings, the mysterious and sacred tower body, representing the world of spirits, and the tower top built in the shape of a man offering flowers and fruits or of trees, birds, animals, etc., representing things that are close to the spirits and human beings.



According to many researchers of the ancient Cham towers, the architectural art of the Cham towers at My Son Sanctuary is the convergence of different styles, including the continuity of the ancient style in the 7th-8th centuries, the Hoa Lai style of the 8th-9th centuries, the Dong Duong style from the mid-9th century, the My Son and My Son-Binh Dinh styles, etc. Among the remnants of many architectural sites excavated in 1898, a 24 meters high tower was found in the Thap Chua area and coded A I by archaeologists and researchers on My Son. This tower is a masterpiece of ancient Cham architecture. It has two doors, one in the east and the other in the west. The tower body is high and delicate with a system of paved pillars; six sub-towers surround the tower. This two story tower looks like a lotus flower. The top of the upper layer is made of sandstone and carved with elephant and I ion designs. In the lower layer, the walls are carved with

fairies and water evils and men riding elephants. Unfortunately, the tower was destroyed by US bombs in 1969.

After the My Son ancient tower complex was discovered, many of its artifacts, especially statues of female dancers and genies worshipped by the Cham people, worship animals and artifacts of the daily communal activities, were collected and displayed at the Cham Architecture Museum in Danang city. Although there are not many remnants left, those that remain display the typical sculptural works of cultural value of the Cham nationality. Furthermore, they are vivid proof, confirming the history of a nationality living within the Vietnamese community boasting of a rich cultural tradition.

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